

## POSITION DESCRIPTION

1. POSITION DETAILS			
<b>Position Title</b>	Community Services Coordinator - Remote Creche	<b>Designation &amp; Classification Level</b>	Level 5
<b>Position No</b>		<b>Division</b>	Council Services and Community Engagement
<b>Business Unit</b>	Community Engagement	<b>Reports To</b>	Children Services Manager
<b>Location</b>	Various	<b>Date Created</b>	January 2021
2. POSITION CONTEXT			
<b>Position Summary/ Purpose</b>	Community Services Coordinator is responsible for coordinating community services programs across the region in accordance with program guidelines and in a culturally sensitive manner.		
3. KEY RESPONSIBILITIES			
<p><b>1. Service Delivery, Planning and Monitoring</b></p> <ul style="list-style-type: none"> <li>• Provide advice to the Children Services Manager on appropriate staffing levels to ensure a continuous service (excluding force majeure circumstances).</li> <li>• Case Manage all across the programs and coordinate the delivery of these services across the Region.</li> <li>• Monitor client contributions.</li> <li>• Negotiate with other Managers/ Department heads to utilise existing operational staff when required, while complying with all internal requisition procedures, to ensure that programs share limited resources available and encourages a multidisciplinary culture amongst Council staff.</li> <li>• Assist the Children Services Manager in the development of strategies for the renewal of equipment and assets to ensure that staff have access to contemporary work tools and other resources.</li> <li>• Coordinate requirements for resources and assist in developing plans to ensure resources are available to staff, within budget, to enable them to perform their roles to a high standard.</li> <li>• Ensure staff are issued with appropriate protective equipment and uniforms and have suitable equipment with which to do their jobs.</li> <li>• Monitor compliance with Council's policies and procedures.</li> <li>• Participate in safety procedures for direct care work.</li> <li>• Maintain daily contact with all staff.</li> <li>• Participate in training programs and seminars to enhance personal professional performance.</li> <li>• Undertake other reasonable duties as required or directed by the Children Services Manager to accommodate change and growth in service requirements within the scope of the position and any applicable duty list or any other legal or industrial compliance requirement.</li> </ul> <p><b>2. Organisational Sustainability</b></p> <ul style="list-style-type: none"> <li>• Provide support and mentoring services to Community Service officers/Community Services Team Leaders.</li> <li>• Ensure employee files are kept up to date with details of any training courses attended and certificates achieved when necessary.</li> <li>• Support the Children Services Manager to identify, develop, maintain and promote networks to promote the service and keep abreast of the availability, eligibility for and costs associated with the service Program.</li> </ul>			

### 3. Quality and Continuous Improvement

- Contribute to continuous improvement by involvement in staff meetings, planning days, and feedback mechanisms.
- Ensure performance indicators are met including the lodgement of required reports to the Children Services Manager.
- Provide a written monthly report to the Children Services Manager on the operation of Creche.
- Assist in the development and monitoring of service and Program Plans.
- In collaboration with the Children Services Manager maintain policy requirements, manage, monitor and support employment processes (e.g. recruitment and selection, Performance Development and Improvement, disciplinary Action, Rosters and leave).

### 4. Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities.
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training.
- Monitor workplace conditions and report.
- Ideas which may improve health and safety:
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work-related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
  - Correct minor hazards as applicable.

## 4. SELECTION CRITERIA

### ESSENTIAL

1. Diploma or advanced diploma, which may include Social Sciences, Aged Care Services, Nursing, Allied Health or similar, or, equivalent work experience.
2. An awareness of issues affecting Aboriginal people in remote locations and the ability to provide effective service delivery coordination in a cross-cultural environment.
3. Demonstrated interpersonal, written and oral communication skills.
4. Knowledge and understanding of case management.
5. Knowledge, understanding and experience working with vulnerable people, such as aged care, disabled people, childcare or similar.
6. Knowledge of Food Safety, Workplace Health and Safety Regulations within the childcare industry or similar.
7. Able to meet the inherent requirements of the position both physically and mentally.

### DESIRABLE

1. Previous experience in a local government environment.
2. Provide current First Aid Certificate and/or willingness to participate in relevant training.

**MANDATORY REQUIREMENTS**

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship).
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy.
3. Current Northern Territory "C" Class Drivers Licence with manual driving capacity.
4. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.

**5. ACKNOWLEDGEMENT**

<b>GENERAL MANAGER</b>	<i>Tony Hopp</i>	<b>Date Approved:</b> <i>30/9/24</i>	<b>Signature:</b> <i>J. Bell</i>
<b>Employee Name</b>		<b>Date:</b>	<b>Signature:</b>