

Position Description

Private and Confidential

Coordinator – Out of Home Care

The Organisation

LiveBetter is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of aged, disability, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers seeking to ensure that customer needs and preferences are met. As well as service delivery LiveBetter assists customers with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill], Translinc [Central West NSW], Nambucca Valley Phoenix, Open Arms Care [Mid North Coast NSW] and Leapfrog Ability [Hunter NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter employs approximately 1500 staff operating in offices, homes, preschool, respite centres and community hubs across regional and rural Queensland and NSW. Working alongside our staff are more than 250 volunteers who provide extra support and services to our customers and communities. Our annual revenue is now more than \$90 million with strong growth forecast.

LiveBetter is positioned as one of the largest regionally-based providers of community services in Australia. Although we are a large organisation, we remain focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Coordinator – Out of Home Care
Location:	Orange or Bathurst
Job Type:	Permanent Full-time
Reports to:	Senior Manager Out of Home Care
Direct reports:	Support Leaders

Service Description

LiveBetter's out of home care services provide support, care and a safe environment for young people with a disability and/or complex and challenging behaviours.

Key Position Responsibilities

The Coordinator OOHC provides leadership and management to a support team that is enabled to promote the dignity of Children and Young People and support them to develop their potential.

The Coordinator OOHC is responsible for:

- Daily management ensuring high level of quality, achievement of standards, legislative requirements, service provision, and staffing in their area of responsibility.
- Provide supervision to allocated Support Leaders and Youth Support Workers.
- Support the process of recruitment and induction for Youth Support Workers.
- Supporting the achievement of quality accreditation through the development, dissemination and review of procedures and participation in internal and external audits.
- Sourcing and developing therapeutic and appropriate intervention frameworks and practices – Adhering to the LiveBetter's Model of Practice for Intensive Therapeutic Care (Residential).
- Providing culturally respectful and appropriate service delivery.
- Ensuring complaints are managed where appropriate or directed to appropriate manager in accordance with organisational policy.
- Ensuring that service activities reflect LiveBetter's objectives and priorities and are appropriate to the needs of the community.
- Contributing to a work environment of cooperation and respect for all employees, free from bullying and harassment, being a positive, willing, contributing and adaptable member of the team at all times.
- Upholding, maintaining and adhering to LiveBetter standards in-line with the Code of Conduct and policies and procedures.
- Maintaining confidentiality in relation to the affairs of LiveBetter, customers, agents, and personnel in accordance with privacy legislation and LiveBetter policies and procedures, during and beyond the period of employment.
- Monitoring and managing the budget for which the position is responsible, ensuring expenditure is cost effective, recorded and modified as required.
- Adhering to all applicable finance policies and procedures and acting within the framework of budgeting considerations and constraints appropriate for position delegations.
- Developing and maintaining positive working relationships with key external disability and other service providers, including professional networks to facilitate quality service delivery.
- Participating in training and development as required and as identified through performance reviews
- Actively participating in regular supervision and performance planning and review sessions.

- Ensure a safe environment for all LiveBetter staff, customers and visitors by complying with WHS legislation and the LiveBetter WHS Management System.

Risk

Coordinators are risk owners and are required to create an environment where risk is accepted as a personal responsibility of all staff, volunteers and contractors.

They should:

- Identify, record and periodically evaluate the risks in NetSuite
- Identify, record and assess the effective internal controls
- Develop treatment plan to treat high level risks in a timely manner in NetSuite

Person Specification

- Tertiary qualification in Human Services or related discipline or equivalent relevant experience.
- Demonstrated understanding of current casework practice for children and young people, people with a disability or people with a mental health issue.
- Experience in the co-ordination and management of 24-hour residential services for vulnerable people.
- Demonstrated capacity to work in a fast-paced environment dealing with complex and challenging situations.
- Demonstrated ability to develop quality case plans or individual plans that are consistent with appropriate policy and procedures.
- Demonstrated capacity to work autonomously in carrying out agreed case plans, or individual plans, for multiple clients simultaneously.
- Highly developed analytical skills and the ability to apply these skills in case management.
- High level organisation and time management skills, which includes the ability to reorganise work priorities to meet changing demands.
- High level communication, influencing, liaison, negotiation and mediation skills.
- Demonstrated capacity to manage crises and critical issues.
- Current drivers licence.
- Current first aid qualification.

Other requirements

1. Pass a National Criminal History Check, Working with Children Check and a pre-employment medical assessment (including drug and alcohol screening).
2. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
3. Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			