

Position Description

Private and Confidential

Activity Coordinator

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:	Activity Coordinator
Location:	Bundaberg
Job Type:	Permanent part time
Reports to:	Program Coordinator and indirectly Coordinator Mental Health
Direct reports:	Support Workers

Service Description

LiveBetter is an innovative community service organisation with the Community Services team providing specialist consumer directed, multi-disciplinary aged, mental health, respite and social supports to communities throughout regional and remote Queensland. LiveBetter operations encompass a variety of services including Disability Services delivered under NDIS within a re-enablement and recovery framework, supporting customer choice and control, independence and promote holistic care and support. Aged Care services including CHSP, HCP that aim to support our customers in Aged Care to remain independent, support social inclusion and maintain a healthy home environment. There is a diverse range of mental health and primary health and youth services including Lead Agency for the Headspace consortium in Rockhampton.

The Community Services Team also provide support and coordination services under the NDIS and through state-based funding in line with the Disability Services Act, Human Services Quality Standards, and all LiveBetter policies and procedures.

Key Position Responsibilities

The primary function of the Activity Coordinator is to work as part of a team providing leadership to coordinators and support staff on daily activities for social and vocational purposes, psychosocial and wellness within a recovery-based model delivered to customers in the community and in their homes. The position will plan and coordinate the service delivery and service development across aged, disability and health including mental health services, ensuring high quality services are delivered to customers that reflect LiveBetter's philosophies, policies, service agreements and funding allocations and guidelines.

The role is responsible for establishing, implementing, and evaluating services in the nominated area, recruiting appropriate staff, supporting and ensuring the future viability of services within their geographical catchment area. The role also provides support to customers across all settings, ensuring high quality services, support and advice are delivered efficiently and effectively to safeguard the sustainability of the service and deliver quality outcomes to both customers and LiveBetter's operations. Programs covered include NDIS, Mental Health programs and community services.

The position operates in accordance with the requirements of relevant legislation and ensures that LiveBetter's values are used as the framework for direct consumer service provision. **Core responsibilities for this position include:**

- Draw on specialist knowledge and expertise to provide quality service delivery in new and existing service programs under complex compliance requirements for:
 - Consumer directed service (Home Care Packages)
 - NDIS Services
 - Mental Health Services
 - Vocational and Behavioural Support Services

- Supporting customers to identify goals and subsequently source and organise opportunities across areas including but not limited to literacy, social support, recreational activities, wellbeing, job seeking, home work/study support, travel/vacation and sporting activities.
- Promoting relevant Community Care Services and engaging with stakeholders in the community to increase customer accessibility, stakeholder engagement, service growth and quality with the view to sourcing opportunities that support our customers in the community.
- Supporting, coaching and coordination of team members to ensure provision of high quality, customer centred care.
- Enhancing networks via appropriate methods of engagement within the community encouraging participation, education, awareness and understanding.
- Identify, utilise and be fiscally responsible in delivering the maximum level of services to eligible customers
- Staff management including recruitment, orientation and training, along with performance management and assisting with disciplinary matters.
- Ensuring duty of care is maintained at all times and is in line with customers' NDIS and Care plans.
- Supporting the Area Manager in the coordination and management of the programs, including the effective allocation of resources to complement and enhance the designing of customers activity programs.
- Coordination of program requirements within guidelines, clinical governance and quality standards, and budget, including customer assessments, completion of required documentation, rostering, development of plans, coordination of customer services and reporting.
- Supporting the Area Manager in the provision of service to customers and their families and in building effective relationships with stakeholders involved in the provision of health, mental health, peer support workforce and psychosocial services.
- Maintaining effective Program communication pathways to ensure quality service provision through regular staff meetings, peer case review and customer allocation, auditing and evaluation of caseload activity.
- Work collaboratively to ensure services are linked with other teams such as Allied Health, Program Coordinators and work cohesively with specialist shared service departments.
- Promote a culture of excellence and positivity that attracts and retains staff and customers.
- Undertaking administrative functions as required, including reporting, the collection and verification of accurate and timely data to support customer invoicing, rostering and reporting.
- Provision of direct support to customers as required.
- Compliance with LiveBetter policies, procedures, relevant quality, safety, professional and healthcare standards and legislative requirements.
- Undertaking on call duties on a roster basis.

Risk

Managers and 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 the risk management system.
- Identify, record and assess the effective internal controls.
- Develop treatment plan to treat high level risks in a timely manner.

Person Specification

- Demonstrated knowledge of program development, recovery focus and strengths-based planning to achieve individual outcomes.
- Qualifications in Disabilities, Allied Health, Community Services, Health or Welfare and/or extensive experience and training in these sectors.
- Demonstrated ability to lead and manage a team including recruitment, staff supervision, training and providing support with performance management functions.
- Demonstrated ability to foster and maintain positive working relationships with customers, stakeholders and to relate to and work effectively with a diverse range of individuals and communities.

- Demonstrated ability to manage the development of individualised plans and programs that support consumer directed services within program guidelines, contractual reporting requirements and budget.
- Demonstrated sound level of level of skill utilising computerised technology including Microsoft products.
- Financial literacy along with the ability to monitor and implement budgets.
- High level organisation and time management skills, which includes the ability to reorganise work priorities to meet changing demands.
- High level written and verbal communication ability including influencing, advocacy, negotiation and conflict resolution
- Experience in working with minority groups, including but not limited to:-
 - Indigenous Australians;
 - People from a culturally and linguistically diverse backgrounds;
 - People with a disability;
 - People with mental health issues;
 - Individuals/communities who are vulnerable or at risk of social exclusion;

Other requirements

1. Pass a National Criminal History Check, a pre-employment medical assessment (including drug and alcohol screening) and obtain a QLD Blue Card.
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.
4. Current Class C Driver’s Licence, willingness and ability to travel as required.

Remuneration

This position is classified as Level 4 under the Social, Community, Home Care and Disability Services Industry Award. 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:			