

JOB DESCRIPTION

TITLE OF POSITION	Coordinator
CLASSIFICATION LEVEL	Level 4
PROGRAM	Playford Partners for Health and Wellbeing

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness services, NDIS services and CALD services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

The Playford Partners for Health and Wellbeing Program is a new program and will be integrated into the suite of programs offered from the LC Family Zone at Ingle Farm. Family Zone provides a variety of programmes designed to help increase the confidence and skills of parents with young children. Some of the programmes offered include group facilitation, home visiting and mobile and on site crèche services. This position will be managed from Ingle Farm with services delivered from the LC Precinct site in Smithfield Plains. In partnership with Intermediate Care Services and supported by the City of Playford, the program aims to improve the health and wellbeing of the population by providing improved outcomes for vulnerable and at risk populations and people with complex health needs, located within Northern Adelaide.

ROLE SUMMARY

The aims and objectives of this role are to support people living with chronic disease to connect with communities, social networks and services to develop greater independence and connectedness. This project is designed to broaden local community knowledge of chronic disease through delivery of community education information and group sessions to support improved health for participants. The project specifically allows people, family and carers to experience better coordination of healthcare across different settings through the activation of The Precinct as a location for activity. Group activities could include gardening, cooking, walking, mindfulness, community lunches and education sessions.

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SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current Department of Human Services Working With Children Check,
- National Police Clearance,
- A current South Australian Drivers Licence
- Own registered, roadworthy and comprehensively insured private vehicle, available for work purposes, (Travel will be reimbursed)

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures.
Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Group Facilitation	<ul style="list-style-type: none"> ▪ Coordinate and facilitate groups using a continuous improvement framework. ▪ Communicate effectively and respectfully with partners, referral agencies, clients and other services as applicable ▪ Provide support for clients including group facilitation and supporting all group members in their efforts to help themselves and each other. ▪ Assess the priority and provide appropriate responses to clients with behaviours that demonstrate high and complex needs. ▪ Deliver and connect with the theories behind the program. ▪ Consult with clients present and past regarding their suggestions for the program as participants.
Project Coordination	<ul style="list-style-type: none"> ▪ Devise new material where required to enable these resources to be used for training or promotional purposes. ▪ Deliver pre and post program testing/evaluation procedures to enable collection of data and to measure outcomes of the programs. ▪ Work with the Communications Team at Lutheran Care to publish the kit of resources
Program Planning	<ul style="list-style-type: none"> ▪ Manage internal and external relationships to meet objectives and timeframes. ▪ Identify and plan initiatives for improving program service delivery practices. ▪ Identify information requirements to support service delivery planning and management and performance reporting. ▪ Contribute to all aspects of business planning including providing advice and support.
Communication	<ul style="list-style-type: none"> ▪ Identify and develop key relationship networks to achieve goals, and improve outcomes for clients and service delivery methods. ▪ Communicate effectively to engage and establish rapport with clients and team members. ▪ Promote, facilitate and model positive collaboration between agencies and sectors.

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- A tertiary qualification in social, behavioural or educational sciences e.g. Social Work, Education, Psychology, or other a related field, or extensive relevant experience.
- Exceptional interpersonal skills and excellent written communication skills.
- Extensive experience working with a broad range of people.
- An understanding of group learning and group facilitation skills.
- Experience in delivering programs within a community development framework.
- High level problem solving and negotiation skills.
- Demonstrated ability to work with minimal professional direction, to be flexible and adapt to changing work demands and work sites.
- Demonstrated ability to assess, evaluate and develop own work.
- Excellent time management skills
- Proven ability to work as a member of a team
- Comprehensive knowledge of relevant community services.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience working within the context of a not-for-profit community organisation.
- An appreciation of the Lutheran Church's philosophy of caring, ethos and values.

Employee: _____ Witness: _____ Date: _____

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