

## Position: Support Coordinator

Hours per week **38 hours per week** Closing date: **19/12/2018**

### In this kit you find:

All Information on how to apply for a position with Grampians Community Health

- Key Selection Criteria to be addressed separately – *see page 2*
- Privacy Disclosure Authorisation Form – *see page 3*
- Job description of the position you are applying – *see page 4*

1. **Key selection criteria** must be specifically addressed in your application separately
2. Include **clear details** of work experience and qualifications
3. Include the name, address and daytime telephone number of two work- related **referees**
4. Include day and evening **telephone contact numbers** so that we can readily arrange interview times if necessary
5. Read and sign the **“Privacy Statement & Disclosure Authorisation Form”**, send with your application
6. If you are emailing your application, you will be sent an email confirmation of receipt of your application. If you do not receive this, please contact reception to confirm that your application has been received.
7. Successful applicants would be required to undergo a **Police Check, Disability Worker Exclusion Scheme**, and organise a **Working With Children Check**, **prior to commencement**.

Application must reach GCH by  
**9am Wednesday 19/12/2018**  
Late applications will not be considered.

**For more information**  
Call - 5358 7400

### Address applications to:

#### By Mail Send to:

**“CONFIDENTIAL”**  
Greg Little  
CEO  
Grampians Community Health  
8 – 22 Patrick St  
STAWELL Vic 3380

#### By e-mail Send to:

email: [employment@grampianscommunityhealth.org.au](mailto:employment@grampianscommunityhealth.org.au)

**Please demonstrate clear connections between your qualifications, skills and knowledge, in the selection criteria by detailing your, experience and understanding of:**

1. Advocacy at all levels
2. Work within privacy guidelines in a small community
3. Have the ability to prioritise and contain the work load when necessary
4. Work with a deep understanding of the social model of health and how it relates to wellbeing and good health outcomes
5. Understanding and knowledge of and belief in Quality Assurance
6. Excellent written and oral communication and interpersonal skills.
7. Understanding of the rural community.
8. Understanding of health promotion and the ability to work within this framework
9. Clear understanding of the mandating process and an ability to work effectively with involuntary clients.

Proven ability or track record of:

10. GCH values cooperative **care planning practice, complex assessment skills** – formal and informal
11. Working with multi-disciplinary team, understanding of **collaborative, shared care planning**
12. Maintain Mandatory reporting/reviews within allocated time lines.
13. Maintain a positive healthy balance between professional and personal life



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# GCH Job Application Kit

## PRIVACY STATEMENT & DISCLOSURE AUTHORISATION FORM

As an applicant participating in Grampians Community Health’s (GCH) recruitment and selection process you are advised that the process involves a range of selection, methods and tools. These tools are used to address the selection criteria identified for the position and gathers employment related information about you as an applicant.

Information gathered during the process will not be used for purposes other than selection for the position you have applied. Information that GCH may gather in relation to your application may consist of the following:

- An employment application form
- Resume / Curriculum Vitae
- Interview Guides (completed during interview)
- Reference Checks (completed with third party organisations)
- National Police Check (completed with third party organisations)
- Passport and/or Work Visa
- Copy of Drivers Licence

Applications, interview guides and selection assessment documentation of all applications remains the property of GCH and storage of such records will comply with GCH’s Privacy Policy upon completion of the selection process for a maximum period of twelve (12) months. Records are stored securely & will be disposed of confidentially following the completion of this time.

Please ensure upon submitting your application that you return a signed copy of this Privacy Disclosure Authorisation Form.

Yours faithfully

*Greg Little*

Greg Little  
CEO

I, \_\_\_\_\_ ( name)  
consent to Grampians Community Health obtaining the personal information outlined above for the specific purpose of assessing my ability to meet the selection criteria for the position I have applied for.

Please tick this box if you agree to have your application considered for other employment opportunities within Grampians Community Health. Your application will be retained confidentially for a period of six months, and will be released for consideration when recruiting for other suitable positions.

Signed \_\_\_\_\_ Date \_\_\_\_\_

How did you hear about this Job position?

Did you encounter any difficulties downloading/reading or requesting this application kit?

### Stawell

(Registered Company Address)  
8 – 22 Patrick Street  
Stawell 3380

### Ararat

60 High Street,  
Ararat - 3377

### Horsham

25 David Street,  
Horsham - 3400

### Nexus

14-16 Pynsent Street,  
Horsham - 3400

## JOB DESCRIPTION

<b>Position Title and cost code</b>	<b>Support Coordinator</b>	<b>CSO18</b>
<b>Program</b>	<b>Community Support Options</b>	
<b>Funded By</b>	<b>Commonwealth and State Funded</b>	
<b>Based</b>	<b>Stawell/Ararat</b>	
<b>Responsible To</b>	<b>Direct Support Program Leader, Manager Healthy Communities and Direct Support, General Manager People and Community Support, and through them to the CEO</b>	
<b>Award</b>	<b>SACS/SCHADS Award Social Worker / Welfare Worker Class 1 Year 1-5 Dependant on qualifications and experience</b>	
<b>Tenure</b>	Subject to the signing of an “ <b>Letter of Offer</b> ” and successful <b>clearance</b> of <b>required checks</b> prior to commencement The period of employment is subject to ongoing funding and satisfactory work performance All GCH positions are subject to a <b>six-month</b> probationary period.	
<b>Hours per week</b>	<b>Full Time</b>	
<b>Last update of this PD</b>	<b>December 2018</b>	

### GRAMPIANS COMMUNITY HEALTH - PREAMBLE:

Grampians Community Health (GCH) is a not for profit Company Limited by Guarantee and operates as a registered Community Health Centre under the Health Services Act. GCH has operated since 1986 and provides a multi-disciplinary approach to psychosocial health in line with a Social Model of Health philosophy. The aim of GCH is to provide coordinated health and community services to people within the Central Grampians and Wimmera sub regions. Staff at GCH work in many areas including: Generalist, Gambling, Alcohol and Other Drug Counselling, Withdrawal Services, Community Nursing, Psycho-Social Rehabilitation, Homelessness, Family Violence, Youth, Community Development, Health Promotion, Senior Adult, Disability and Carers. Information regarding the history and philosophy of GCH may be accessed via the [www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au) website.

#### **Vision Statement: “Vibrant & Healthy Communities”**

GCH, in collaboration with the communities we serve, will provide excellence and leadership in the development and delivery of primary health care and community services. GCH will facilitate the achievement of healthy living for all throughout the Grampians/Wimmera.

### BACKGROUND OF THIS POSITION

Community Support Options offers Support Coordination to consumers of Home Care Packages (HCP), Linkages, Commonwealth Home Support Packages (CHSP) Linkages, Carer Respite and Support Services, and National Disability Scheme (NDIS)

### THE PRIMARY PURPOSE OF THIS POSITION

*Key aims and objectives, within the frame work of the Peak Policies of GCH:*

1. To work in a program of Support Coordinators, Community Support Options, responsible for a case load of consumers/participants and to provide backfill for other Support Coordinators as required.
2. To ensure the planning and delivery of a flexible, integrated and timely service.

This will include:

- Assessment and reassessment as required,
- Creating and monitoring budgets
- Support planning and goal setting
- Ongoing monitoring and review of consumer support requirements.



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3. To support the relationship between the consumer and the significant other, to ensure optimal outcomes for both.
4. Within the delivery of the consumer-focused care, promote choice, empowerment, independence, wellness and enablement.

### EXPECTED OUTCOMES / KEY MEASURABLE:

#### *Key Tasks and Responsibilities*

1. To become part of the overall GCH team relating specifically to the Community Support Options Team.
2. Act as Support Coordinator for people accepted onto Community Support Options programs and ensure that:
  - Individual support plans and budgets are developed monitored and reviewed in consultation with the consumer in response to their assessed needs and wishes and in consultation with their significant other(s) the Support Coordinator, and service providers and that meet funding requirements.
  - A formal review of support plans is undertaken as determined by the relevant program requirements or earlier if required by the consumer.
  - The delivery of services is coordinated between agencies, provided in a timely manner, and within the criteria and cost limits of the programs, as approved by the Manager and/or the Program Leader.
  - Progress is regularly monitored at consumers discretion through personal contact with the consumer and their significant others and liaison with service providers. Basic counselling, support and advocacy on behalf of consumers are provided when necessary.
  - Shared Care service coordination with service providers as per support plan.
3. Maintenance of appropriate files and information for consumers and other activities which are relevant and meet the Program's reporting requirements.
4. To continue to develop skills and knowledge, by actively participating in professional development activities and/or ongoing training, both within and external to GCH that is relevant to your role.
5. Assist to provide activities and education and promote awareness of the Community Support Options programs to the community and other service providers, using a community development approach e.g. information displays and sessions
6. Attend relevant meetings, consultations, as required by the Manager, Community Support Options. Other duties as agreed with the Manager of Communities and Direct Support

### KEY SELECTION CRITERIA:

1. Advocacy at all levels
2. Work within privacy guidelines in a small community
3. Have the ability to prioritise and contain the work load when necessary
4. Work with a deep understanding of the social model of health and how it relates to wellbeing and good health outcomes
5. Understanding and knowledge of and belief in Quality Assurance
6. Excellent written and oral communication and interpersonal skills.
7. Understanding of the rural community.
8. Understanding of health promotion and the ability to work within this framework
9. Clear understanding of the mandating process and an ability to work effectively with involuntary clients.

#### Proven ability or track record of:

10. GCH values cooperative **care planning practice, complex assessment skills** – formal and informal
11. Working with multi-disciplinary team, understanding of **collaborative, shared care planning**
12. Maintain Mandatory reporting/reviews within allocated time lines.
13. Maintain a positive healthy balance between professional and personal life

### ROLE AND RESPONSIBILITIES:

1. Work collaboratively with key stakeholders to determine areas of collaboration and develop a solution approach.
2. The ability to recognise service and policy deficiencies and identify and analyse potential options / strategies to address these



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3. Ensure that clients and community members are included in the decision making and work of GCH programs and projects
4. When a service and/or policy is identified as not working well, analyse potential options / strategies to address these and get this information to the relevant Core person or sub - committee to be debated and changed.
5. Use well developed communication, consulting and negotiation skills. Evaluate, and act to improve. Work to have well-developed computer skills, including basic research skills.
6. Use a flexible approach when dealing with issues and people but based on sound risk management.
7. Make sure deadlines are met particularly for reports, data collection and client issues.
8. Model GCH philosophy, ethics and values.
9. Work in a team, across GCH and independently when each is necessary.
10. Be able to maintain client confidentiality and a clear understanding of rural confidentiality issues.
11. Actively participate in Quality Assurance at GCH - this range from casework meetings, professional supervision, team/site meetings, GCH staff conferences, to working on Core sub committees and assisting in preparation for Quality Reviews.
12. Participation in Health Promotion/ Education activities.
13. As part of the wider GCH team, participate in the daily activities required for the smooth running of the organisation.
14. GCH is an NDIS service provider. Your expertise may provide opportunity for you to work with NDIS participants over and above this role.

### QUALIFICATIONS AND EXPERIENCE:

- Social work, Welfare work, Case management, Cert 1V in Disability or similar an advantage.
- A good understanding of NDIS, HCP and Carers, Commonwealth and State and a commitment to the philosophies is essential.
- Experience in working with aged and/or younger disabled people, people with mental health, and their carers within a community setting, together with an appreciation for, and understanding of the presenting issues for people who are aged or have a disability, particularly within the rural environment.

### OTHER CONDITIONS:

1. This position does not require Overtime. Time in lieu of time worked will be available but must be taken at a mutually agreed time with the Program Manager and/or Chief Executive Officer and may not be accrued to more than 15hrs/fortnight pro rata of employed hours. Time in lieu should be used for exceptional circumstances instead of becoming a regular practice. It is expected that any TIL accrued in one pay period will be used in the next and not be carried forward beyond that next pay period.
2. All GCH employees are required to have a current licence to drive a motor car.
3. The organisation's cars can be used for work related activities, depending on availability. Use of own car will be reimbursed at the modified RACV mileage rate. The use of a private vehicle to travel in excess of 40km return needs to be approved in advance by the Program Manager, Finance Manager or the CEO
4. This position description will be reviewed annually as part of the Professional Development Program by the Program Manager in consultation with the employee and modified if necessary.
5. Ensure knowledge of current GCH Occupational Health and Safety policies as they relate to this sphere of work. **Occupation Health and Safety (OHS)** is a shared responsibility at GCH.
6. **Annual Leave** and **Personal (Sick) Leave** will be payable on a pro rata basis.
7. GCH understands that "**normal working hours**" are between 8am - 6pm Monday to Friday. Appointments, programs and other work may, at times, fall outside these hours but for OHS reasons are subject to the signing of the "Time sheet".

8. **Superannuation** contributions will be paid by Grampians Community Health in line with the Superannuation Guarantee Act
9. All permanent GCH staff has access to **salary packaging** which is offered in line with current legislation. The employee will incur any costs or liabilities associated with these requirements during the period of the contract
10. 48/52 or 50/52 leave variation options may be available at the relevant Managers discretion after a qualifying period (policy 4.5 Employment Conditions)
11. A National **Police Check** and **Working with Children** and **Disability Worker Exclusion Scheme** checks (**are required**) it will be carried out at the GCH's expense prior to commencement of employment.
12. Grampians Community Health is an **Equal Opportunity Employer** and a smoke free workplace.
13. **Risk management responsibilities** - all staff members are to:
  - understand and observe **Risk Management Policy (1.4)** and **(8.1 to 8.8)**, strategy and related procedures
  - assist in the identification and management of risks to be entered into the **Risk Register**
  - contribute to the development and implementation of **Risk Action Plans**
  - identify, evaluate and mitigate risks associated with their agreed success measures
  - provide timely assistance when requested information in relation to any insurance claim or risk management issue
  - make prevention a priority whilst undertaking daily tasks in the centre's operations

## PERSONAL LEAVE

**SCHCADS Award** -During the first year of service, 1 working day for each month of service. During the second, third and fourth years of service, 14 working days in each year and thereafter 21 working days in each year. (Cumulative)

The entitlement for absence from work because of a personal illness or injury is 3 SINGLE days **without a doctor's certificate in a calendar year**. After that any absent days from work because of a personal illness or injury requires the employee to provide a medical certificate or statutory declaration.

It is the responsibility of the employee to notify your place of work of the absence and prepare a payroll variation informing the reason of leave as soon as practicable. (*To be authorised by your manager and sent to payroll officer*)

## ANNUAL LEAVE

Four weeks per year - pro rata of employed hours

## CONFIDENTIALITY:

### Definition of confidential Information

In this agreement, "Confidential Information" includes confidential and proprietary information and various know-how, processes, computer software and related data documentation owned or by GCH or its clients, marketing strategies, customer requirements, all clients information, customer lists, employees' information, methods of doing business, the financial affairs of GCH and other confidential business information which belongs to GCH or its clients.

It is mandatory that all employees respect the rights of clients confidentiality. Within the building and between professional staff, there can be "team" confidentiality under agreed circumstances but this should be cleared first through the client. Under NO circumstances should a client be discussed or commented on by employees outside the agreed circumstances – see current Policy documents

- By signing this Position Description, I agree to retain all Confidential Information in the strictest confidence. I will not disclose any Confidential Information to any person. I will not use for my own purposes or for purposes other than those of GCH, any Confidential Information which I have acquired in relation to the business of GCH, its affiliates, clients, employees or either. I acknowledge that the obligation to disclose to others or use the Confidential Information continues in effect following the termination of my employment with GCH, for whatever reason, unless I obtain the prior written consent of the Chief Executive Officer or Board of Directors.

I understand my obligations under this agreement, not to use or improperly disclose to others Confidential Information, shall remain in effect until the date upon which the Confidential Information has been publicly



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disclosed in a manner authorized by GCH or its affiliates or otherwise has become known to others, without my breaching this agreement.

**In the event of you finish your employment** with GCH it is mandatory that all exited employees respect the rights of clients to still have their confidentiality upheld. Under no circumstances should a client be discussed or commented on by an exited employee.

As part of the GCH team, you have been privy to much commercial in confidence information about GCH business and forward plans – it is a requirement that you keep this confidential after leaving us.

### **Specific grounds for disclosure**

*Circumstances when the interest of the community or other individuals outweigh the interest of consumer, information may be disclosed without consulting the consumer, for example when there is a serious threat to public health, safety or welfare.*

### **ETHICAL PRACTICES**

This position is to be delivered always consistently with the Grampians Community Health Code of Ethics.

### **CONFLICT OF INTEREST**

Staff must ensure that they understand potential or actual conflict of interest vis a vis their position at GCH if they are also employed in either their own business or another health/welfare agency, and take the relevant steps to ameliorate this conflict. The CEO must be made aware of any potential, actual or perceived conflicts of interest and agree to the management of these conflicts

I agree to abide by the policy and procedures of GCH -copies available from Manager and internal network

**Grampians Community Health is proud to be an accredited White Ribbon Workplace, accredited by the Quality Improvement Council, QIP Community Organisation of the Year finalist and has the Rainbow Tick.**



## Appendix for Grampians Community Health Position Descriptions 2017

### Philosophy Base:

GCH's Philosophy is grounded in the Ottawa Charter for Health Promotion (WHO 1986), the Jakarta Convention (WHO 1996) and the Health Development Paradigm now better known as the Social Model of Health, and more recently the Victorian Charter of Human rights and Responsibilities.

The process of information, skill development, empowerment, community collaborative ventures, resilience and self-responsibility embedded in a caring framework of non-judgemental acceptance of diversity underpins the GCH approach to both its staff & clients.

Management philosophy is loosely based around the Deming Management Philosophy, Social Model of Health for staff, Total Quality Improvement and Facilitatory Management

### GCH Management Structure:

GCH has a collaborative management approach which harnesses knowledge, wisdom and experience from across the organisation. There are four main levels of leadership with specific levels of responsibilities:

- The Board of Directors
- The Chief Executive Officer (CEO), who is also the Company Secretary
- The Management Support Group (SMG), and
- CORE – a team consisting of the CEO, MSG members, and Program/Team Managers where many of the operational decisions are discussed and made

### Sub Committees:

- Ethics
- Finance & Risk
- Intake Coordination
- OH&S
- Quality Improvement Reference Group
- Rainbow Committee
- Staff Conference Committee

### Accreditation & Quality Standards:

GCH has an embedded culture of Continuous Quality Improvement and participates in external quality reviews and accreditation processes.

- **QIC** – Quality Improvement Council Standards. A whole-of-organisation continuous quality improvement approach with the aim of increasing organisational capacity.
- **Home Care Standards** – continuous improvement approach for Commonwealth Home Support Program providers, with a focus on the needs and preferences of care recipients.
- **Human Service Standards** - service quality standards that embed and promote rights for people accessing Victorian Department of Health & Human Services funded programs.
- **Rainbow Tick** – inclusive practice standards to ensure safe service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in our community.
- **Victorian Child Safe Standards** – Compulsory child safe standards based on belief that all children have the right to feel safe and to be safe all the time.
- **White Ribbon Work Place Accreditation** - recognises workplaces that are taking active steps to prevent and respond to violence against women.

*Refer to the Grampians Community Health Vision and Values Document on the website  
[www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au) for further information.*