



253 Wardell Road Alstonville NSW 2477. PO Box 9. Tel: 6628 0610 Fax: 6628 3718

Senior Project Coordinator -

Essential:

- **Substantial experience** in managing support services for people with a disability or similar;
- Ability to supervise, support and develop staff
- Experience in providing positive approaches to challenging behaviour;
- Experience working with people with complex and high support needs;
- Experience in working with families, carers and advocates;
- Understanding of the issues facing older people with a disability;
- Strong communication skills and the ability to work effectively with other service providers;
- Ability to work a flexible spread of hours and be on-call
- Ability to implement the NSW Disability Service Standards;
- Significant experience managing and prioritising competing demands;
- A current drivers licence and first aid certificate;
- Microsoft Office computer applications proficiency

Desirable:

- Relevant Tertiary Qualifications

Please ensure that you address all essential criteria in your application letter.

Please return:

- Employment Application
- Resume
- Responses to essential criteria

Ensure the following sections of the Employment Application are complete:

- POSITION APPLIED FOR
- EDUCATION AND TRAINING
- EMPLOYMENT HISTORY
- SPECIFIC JOB SKILLS
- OCCUPATIONAL QUESTIONNAIRE
- REFEREES

Please submit your Resume, Employment Application and responses to Essential Criteria to;

employment@hwns.com.au

or post to

**Recruitment Officer
102 Auburn Street
WOLLONGONG NSW 2500**

For specific inquiries regarding this position please contact;

Shirlee Whalley

Senior Regional HR Advisor – Northern NSW

02 66 280610

swhalley@hwns.com.au

OR

Jonny Iuso

Operations Manager – Community Services

02 66 280610

jiuso@hwns.com.au



Position Description

Position Title: Senior PCO
Region: Northern NSW
Division: Community Service

Responsible To: Operations Manager
Direct Reports: Disability Support Workers

Date: January 2009

Qualifications/Skills

Essential:

- **Substantial experience** in managing support services for people with a disability or similar;
- Ability to supervise, support and develop staff
- Experience in providing positive approaches to challenging behaviour;
- Experience working with people with complex and high support needs;
- Experience in working with families, carers and advocates;
- Understanding of the issues facing older people with a disability;
- Strong communication skills and the ability to work effectively with other service providers;
- Ability to work a flexible spread of hours and be on-call
- Ability to implement the NSW Disability Service Standards;
- Significant experience managing and prioritising competing demands;
- A current drivers licence and first aid certificate;
- Microsoft Office computer applications proficiency

Desirable:

- Relevant Tertiary Qualifications

Primary Objectives

The Senior Project Coordinator is responsible for developing and coordinating a portfolio of disability support services and for ensuring the smooth operation of each project.

1. To co-ordinate the development and implementation of an individualised support and training programs for each client within portfolio and to ensure that support

meets client needs, choices and goals and the guidelines of the relevant funding package.

2. To oversee the day to day operations of a portfolio of disability support services in accordance with the NSW Disability Services Standards.
3. To support and supervise staff, along with assisting in recruitment.
4. To promote and maintain the House With No Steps - HWNS –Northern Region Occupational health and safety program within each Project and to ensure that all safety hazards and risks are identified and reported up line.
5. To assist in the development of an annual budget for each project to draft stage, in collaboration with the Operations Manager, and to implement and monitor the endorsed budget.
6. To coordinate and provide out of hours on-call as required

Key Accountabilities

CLIENT SERVICES

1. To assist the Operations Manager to ensure that each project complies with the NSW Disability Services Standards.
2. To provide support and supervision to disability support workers, which may include some hands-on support when required.
3. To co-ordinate the development and implementation of support and training to clients, based on individual needs and choices.
4. To co-ordinate the development/ review/ amendment of support and training programs.
5. To generate and maintain an individual current file for each client, containing a record of support and training, medication, behavioural assessments, history and grievances. To generate a separate confidential file for each client and store in accordance with House With No Steps - Northern Region Privacy, Dignity and Confidentiality Policy.
6. To ensure that each client has a weekly timetable of support, training, and associated activities.
7. To support, develop and implement all clinical services protocols (e.g. behaviour intervention strategies, support guide & protocol etc).
8. To co-ordinate the Individual Program Plan process for all clients.
9. To co-ordinate all clients' day activities and routines.
10. To oversee all clients' finances and to provide accountable records of all financial transactions.

11. To ensure clients are supported with problem solving and decision making and refer sensitive or serious matters to the Operations Manager.
12. To consult and liaise regularly with families, carers, advocates, and significant others; including, but not limited to, allied health professionals.
13. To co-ordinate client participation and support them to be actively involved in the planning and evaluation of the Project and the development and review of policies. This will include regular house meetings to support clients to be actively involved in decisions about the day to day operations and activities of the home.
14. To ensure clients and families/carers are able access and utilise the Grievance Procedure as necessary.

PROJECT MANAGEMENT AND ADMINISTRATION

1. To oversee the development, day to day operations and administration of a portfolio of disability support services in line with the Quality Management System and all relevant legislation.
2. To formulate staff rosters, with full costing for each project - to be submitted to the Operations Manager for approval prior to implementation.
3. To complete fortnightly timesheets for each project and ensure that it reaches the Finance department by agreed timeframes. To ensure that daily attendance records are completed accurately and that leave forms are submitted.
4. To contribute towards the development/ review/ amendment of service Information Booklets and a Client Manual in a format appropriate to client needs.
5. To prepare an annual budget for each project to draft stage, in collaboration with the Operations Manager, for final approval by the appropriate Senior Manager.
6. To implement and monitor the endorsed annual budgets and to provide financial information to the Operations Manager on a monthly basis, including variance reports and advice about future expenditure not included in the budgets.
7. To oversee and monitor the condition and maintenance of the premises of each service outlet, the vehicles and all other assets and to make recommendations to the Operations Manager regarding maintenance, and/or replacement on a needs basis.
8. To meet regularly with the Operations Manager to communicate significant issues that effect clients/ staff/ the organisation and to make recommendations about programs or the development of projects, utilising the monthly support & supervision framework, monthly reporting format and informally as required.
9. To oversee/complete all administrative tasks associated with the position accurately and promptly, in line with House With No Steps - Northern Region Quality procedures. To ensure that all external correspondence is sighted by the Operations Manager.
10. To be on call for emergencies after hours as required.

STAFF

1. To support and supervise staff and refer disciplinary matters to the Operations Manager.
2. To monitor and review staff on probation.
3. To co-ordinate and assist with the development of annual performance agreements for continuous staff and to review them quarterly.
4. To assist with the selection and induction of new staff and the implementation of competency-based training for all continuous staff.
5. To coordinate and participate in regular staff meetings, ensuring staff involvement.

OH&S

- Participate in the HWNS Occupational Health and Safety program, including but not limited to; OH&S reports, risk assessments, scheduled fire drills etc.
- Fulfill the requirements of Duty of Care by ensuring a healthy and safe working environment for self and other employees.
- Take actions when and as required to correct and/or identify problems or hazards, following Company Policy and Procedure guidelines for corrective action.
- Report all accidents and injuries in accordance with Company policy and procedures.
- Ensure personal protective equipment is used at all relevant times.
- Ensure correct and safe storage of materials and equipment.

COMPLIANCE

- Maintain and promote a workplace free from discrimination and harassment of any kind and follow the HWNS grievance procedure and report any discriminatory or harassing behaviour. This includes discrimination and harassment on the grounds of gender, marital status, pregnancy, race, colour, nationality, ethnic or national origin, age, sexuality, disability, religion and sexual harassment.

GENERAL

- Participate in an annual personal performance appraisal, reviewing progress regularly via supervision and support meetings, and against pre-determined performance measures formally each 12 months.
- Participate and provide input into employee Employment Plans, goals and training requirements
- Participate in relevant training to maintain and increase work skills.
- Complete all administrative tasks associated with the position accurately and promptly, in line with HWNS quality procedures.
- Maintain effective communication systems throughout HWNS.



House With No Steps

APPLICATION FOR EMPLOYMENT

Completion of this form is no guarantee of employment with House With No Steps (HWNS). HWNS will rely on the information contained in this form during the recruitment process. Any information which is found to be false or misleading will affect the candidate's opportunity to gain employment or, if employment has been offered and accepted, for employment to continue.

HWNS undertakes a criminal record check on employees. Employment is subject to the outcome of the criminal record check.

POSITION APPLIED FOR: _____

SURNAME: _____ FIRST NAMES: _____

ADDRESS: _____ POSTCODE: _____

PHONE: *Home:* _____ *Mobile:* _____ *Work:* _____

Can we ring you at your workplace? YES / NO D.O.B.: _____

Do you have a NSW Driver's Licence? YES / NO If yes, Licence number _____

Do you have a current First Aid Certificate? YES / NO If yes, date it expires _____

If appointed to the position when could you commence? _____

How did you hear about this position? _____

EDUCATION AND TRAINING

Name of School	Years attended	Awards achieved

TERTIARY / TRADE STUDIES

Name of College/ University	Years attended	Awards achieved

EMPLOYMENT HISTORY *(attach resume or complete table below)*

[] Resume attached

Employer	Period	Position/ Particulars

SPECIFIC JOB SKILLS THAT SUPPORT YOUR APPLICATION

Please feel free to attach any additional relevant information that may support your application.

Have you ever had a Workers Compensation Claim?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Date of claim:	Date claim closed:	
If you answered YES , please provide details of: the injury or illness, when and how it happened, treatment, how this may affect your ability to perform the duties listed on the job description.		

Do you have any other condition that may affect your ability to perform the duties listed in the job description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Are there any other circumstances that may affect your ability perform the duties listed in the job description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES , please provide details.		

Are there any reasonable adjustments that HWNS could make to accommodate your condition and allow you to perform the duties listed in the job description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES , please provide details.		

Given that HWNS has a duty of care towards our clients and is well regarded in the community, we need to continue to maintain a high degree of integrity. Are there any circumstances you are aware of regarding yourself that could compromise HWNS?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If YES , please provide details.		

Availability to Work:	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Day:							
Afternoon:							
Night:							

REFEREES

Please list the name/s and contact phone numbers of referees and organisations who may be contacted about your application. **At least two referees should be current or previous managers/ supervisors.**

If contacted, they will be asked to provide information about your employment and work performance.

Name: _____

Position: _____

Organisation: _____

Phone: _____

Name: _____

Position: _____

Organisation: _____

Phone: _____

Name: _____

Position: _____

Organisation: _____

Phone: _____

- I declare that I have completed all sections of this employment application truthfully and correctly, to the best of my knowledge.
- I authorise House With No Steps to contact the nominated referees and organisation about my application.
- I authorise HWNS to undertake relevant record checks (as per attached forms).
- I am prepared to undertake a confidential pre-employment medical assessment if requested.
- I understand that any information which is found to be false or misleading will affect my opportunity to gain employment or, if employment has been offered and accepted, for employment to continue. If employed, I agree to abide by the policies and procedures of House With No Steps.
- I am providing two forms of identifications. (eg: Birth Certificate, Drivers Licence, Medicare Card, passport, valid work visa)

Signature of applicant

Date