

<b>Position Description Day Club Coordinator</b>	
<b>Position details:</b>	
<b>Position title:</b>	Day Club Coordinator
<b>Reports to:</b>	Day Club Team Leader
<b>Department / Division:</b>	Home Care / Day Clubs
<b>Direct Reports:</b>	Day Club Officers
<b>Position outline:</b>	
<p>The Day Club Coordinator (DCC) provides leadership and role modelling to Day Club Officers delivering services to Commonwealth Home Support Program (CHSP) centre-based day programs. The DCC will ensure quality care outcomes appropriate to client's needs, whilst maintaining high level compliance and customer service.</p>	
<b>Key responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Participate in the recruitment and professional development of Day Club personnel.</li> <li>• Planning, coordination, delivery and recording of programs that provide older people with access to a range of social, intellectual and physical activities which aim to increase connectedness, reduce social isolation and enhance wellness.</li> <li>• Conduct client assessments adhering to CHSP eligibility guidelines.</li> <li>• Development of client Day Club service plans which reflects assessed needs.</li> <li>• Develop and maintain service plan review schedule and ensure compliance.</li> <li>• Oversight rostering, ensuring client needs are met, program time is efficiently managed, and productivity is maximised.</li> <li>• Meet budget expectations with client occupancy levels, subsidies, expenditure lines and reporting requirements.</li> <li>• Establish and maintain good working relationships with external bodies relative to the Home Care Programs.</li> <li>• Engage in the strategic direction of Goodwin Home Care to enhance business growth.</li> <li>• Management of staff probation, appraisals and performance management.</li> <li>• Oversight of skill assessments.</li> <li>• Ensure exceptional program service delivery and appropriate documentation that reflects individual needs.</li> <li>• Analysis of data, implementation of continuous improvement and adherence to KPIs.</li> <li>• Investigation and management of complaints in accordance with Goodwin policies and procedures.</li> </ul>	
<b>General:</b>	
<ul style="list-style-type: none"> <li>• This role may necessitate possession of a current police background check, NDIS Worker Screening Clearance, and or any other background check or clearance mandated by legislation or requested by Goodwin during your tenure with the</li> </ul>	

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organisation that allows you to work with an Aged Care provider and or a NDIS provider. Additionally, it may require you to work within legislated guidelines. This is not exhaustive.

- Maintain any required clearances and advise Goodwin of any changes to that clearance.
- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote Goodwin's reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.

### **Selection criteria:**

#### **Mandatory qualifications or requirements:**

- Current drivers licence for class C vehicles.
- Bus licence - Light vehicle rigid licence highly desirable.

#### **Essential skills:**

- Strong people management skills.
- Demonstrated comprehensive knowledge of Home Care Sector, e.g. Aged Care, CHSP, including funding and policy protocols, quality review standards and processes.
- High level working knowledge of legislative compliance requirements.
- Demonstrated experience in assessment, planning, provision and evaluation of services for frail older people and their carers.
- Capability to effectively deliver and monitor service provision within budgetary requirements.
- Capability to respond to crisis situations, using well developed conflict resolution, negotiation and networking skills.
- Capability to interpret and work within the relevant policy guidelines.
- Comprehensive experience working in a flexible, multi-skilled team using advanced interpersonal, communication and client service skills.

#### **Desirable skills:**

- Experience in management or coordination of activity programs.

#### **Personal attributes:**

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.

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- Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

### Work health and safety:

- Take reasonable care for your own health and safety and the health and safety of others.
- Comply with any reasonable instruction by Goodwin.
- Observe and comply with the work health and safety policies and procedures of Goodwin.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.
- Undertake WHS training where required, in order to perform duties.
- Participate and contribute to work health and safety practices to ensure a safe work environment.
- Ensure that workers observe and comply with the work health and safety policies and procedures of Goodwin.

### Position approval:

This position is approved under the Goodwin Enterprise Agreement at GACS Admin Level 3.

### Authorisation:

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.

<b>Signature:</b>	<i>Michael Holdom</i>	<b>Date:</b>	26/08/2024
<b>Position:</b>	Chief Operating Officer		
<b>PD Version:</b>	4.0		