



The Junction Neighbourhood Centre

Candidate Information Pack

Aged Services Coordinators (Locum)
Maroubra and Glebe

February 2019

The Opportunity

- **Use your people and organisation skills in a values based team**
- **Make a difference and engage with a wide range of people**
- **Lead a team that provides consumer directed aged services to people living in the community**
- **Two roles - Maroubra & Glebe locations, right on public transport**

The Junction Neighbourhood Centre (JNC) provides a diverse range of community services, information, support and social inclusion programs for the communities in Eastern Sydney, with a focus on people who are socially isolated, disadvantaged and vulnerable. The JNC started in 1974 as a great idea with humble beginnings, by a group of very dedicated volunteers who were concerned about poverty, loneliness and disadvantage and the shortage of welfare services in the area.

Recurring themes throughout the four and a half decades of the JNC are our commitment to social justice, the role volunteers have played, a focus on working in local communities, our increasingly person directed services and a focus on creating community connections.

More details about our programs and services can be found at www.jnc.org.au

What these roles involve

These roles will see you oversee the day to day operations of social support and respite services in our Aged Services team. You will ensure that all programs, services and activities are planned, developed, implemented and supported to be accessible to identified client groups, and that they adequately meet funding contracts, industry standards, policies and procedures and any relevant legislation.

You will thrive in this role if you are:

- Experienced in working in consumer directed Aged Services in a wellness and reablement framework
- Passionate about social justice and working in a values driven organisation
- Experienced in working with a wide range of people, including older people and their carers
- Naturally service-oriented and confident liaising with stakeholders
- Comfortable managing the variety this role offers, balancing different activities. At the same time, being flexible, proactive and client centered
- Excellent with technology and well organised.
- Self-directed while working collaboratively with people across the team
- Creative thinker with a solutions focused mindset

We offer a values-driven, team environment, where we are each committed to the purpose of the JNC, and to social justice. Our work is genuinely interesting and we offer many exciting opportunities to our team members. You will be well-supported, starting with our orientation program and beyond, and will benefit from our collaborative approach to our work. In addition to a competitive salary, with some attractive above award conditions, you will have immediate access to salary packaging as well as the Meal & Entertainment Card.

How to Apply

Applications: Send a brief covering letter with your resume and academic transcript (if applicable) to jobs@jnc.org.au by 12 noon on Monday March 11th. We will be conducting interviews on Thursday March 14th and Friday March 15th.

In your letter please briefly demonstrate how you can meet each of the selection criteria. Applications that do not address the selection criteria will not be considered for interview.

Initial enquiries: Steve Lowe, Aged Services Manager
02 9349 8200 or opsmanager.ads@jnc.org.au
or
Janet Green, General Manager
02 9349 8200 or manager@jnc.org.au

Our Aged Services Team

This role is part of our Aged Services Team, which supports frail aged people to live independently in their own home through delivery of social support and respite services. The Aged Services Team does this by focusing on early developing strategies and programs to support its clients within a wellness and reablement framework and in line with consumer directed care principles. This results in our clients having clear goals to achieve that enhance their wellbeing and ability to remain engaged with the community.

About The JNC

At the JNC we strive to stop social isolation in South Eastern Sydney. Multiple studies in Australia and overseas¹ have concluded that social isolation is a serious health risk for individuals, on a par with smoking, obesity and lack of exercise. It has harmful effects on the community and is costly for the government. Social isolation is increasing with one in four Australians now living in single person households². JNC is committed to reducing and preventing social isolation within the South-Eastern Sydney area.

Social isolation is caused by both a low number and poor quality social connections, and can have serious impacts on individual wellbeing and often leads to the need for higher level intervention.

Stopping social isolation not only improves the quality of life for the individual it also creates healthier, more prosperous communities and prevents the escalation of dependence on other programs. JNC has a strong history of addressing the needs of disadvantaged and vulnerable people in South Eastern Sydney, helping them to live well and independently, and in strengthening communities.

We operate from community centres in Maroubra, Glebe and Bondi Junction which provide community information and places for the community to meet and participate in a wide range of groups, classes and

¹ <http://www.smh.com.au/national/health/loneliness-grows-from-individual-ache-to-public-health-hazard-us-researchers-20160202-gmk3fj.html>

² <https://aifs.gov.au/publications/demographics-living-alone>

programs. We have capacity building projects targeting the Aboriginal and Torres Strait Islander communities and people who are socially isolated and are developing outreach services. We also offer specialised services for older people and their carers, for families with children under 13 and training and volunteer referral services for agencies in the region.

Role Statement

Job title	Aged Services Coordinator
Program/team	Aged Services
Reporting and requirements	Reports to: Aged Services Manager Direct Reports: Assessor/Assistant Coordinator, Social Support Workers and volunteers
Status	Full Time Parental Leave Locum Position (two positions for 13 months each, starting April 2019)
Hours	35 per week
Award and Level	Social, Community, Home Care and Disability Services (SCHADS) Award Award Level 5 transitioned from NSW SACS Award Grade 4 Attractive above award salary and conditions
Locations	One position based at Glebe and one at Maroubra but both must be able to work at either location.

Purpose of Position

- Provide the day-to-day direction and support for the social support teams and volunteers in the delivery of flexible and person centred services
- Set program, team and individual goals and monitor performance
- Actively participate in the development and implementation of the Aged Services Operations Plan and in the development of new initiatives in our aged care services

Responsibilities and key activities

In accordance with JNC policies and procedures and program processes and systems:

Accountability	Key Activities
Planning, budgeting and reporting	<ul style="list-style-type: none"> • Actively participate in development and implementation of the JNC's Strategic Plan • Facilitate and actively participate in program/service planning for Aged Services to ensure they meet contract requirements and contribute to the goals of the JNC • Monitor implementation of program and service plans, including Wellness and Reablement Plans and provide quarterly reports on progress • Provide input to the development of plans for service expansion, including the planning and implementation of Home Care Packages and social enterprise strategies at JNC

Accountability	Key Activities
	<ul style="list-style-type: none"> • Lead implementation of quality improvement strategies against the new Aged Care Quality Standards • Participate in the preparation of tenders, funding proposals and submissions • Maintain awareness of reforms in aged care and participate in planning proactive service models • Participate in the implementation of risk management planning processes • Develop budgets for program costs for services and programs, monitor expenditure monthly and provide quarterly reports • Make and implement financial decisions in accordance with JNC's delegations schedule • Prepare and present reports to the Aged Services Manager • Present program reports to the Board on a quarterly basis • Undertake the timely completion of data and accountability reports to funding bodies
Coordinate service delivery and development	<ul style="list-style-type: none"> • Oversee day to day operations of social support and respite services, ensuring that all programs, services and activities are planned, developed, implemented and supported to be accessible to identified client groups, and that they adequately meet funding contracts, industry standards, policies and procedures and any relevant legislation, as follows: <ul style="list-style-type: none"> Service Delivery: • Lead and manage Aged services at Maroubra or Glebe site including one-to-one social support, phone services, respite services, group activities and outings operated by JNC (i.e. group and individual social support) and any other services in line with the JNC strategic plan. <ul style="list-style-type: none"> a. Effectively manage intake processes via My Aged Care and other referring sources b. Ensure that service planning and service delivery is implemented using Person Centred care principles c. Services are provided in a wellness and reablement framework • Coordinate the placement of clients in individual social support: <ul style="list-style-type: none"> a. Match clients with a social support worker or volunteer b. Undertake and facilitate client assessments and reassessments, setting goals with clients and developing client care plans that are in line with Wellness and Reablement principles c. Regularly follow up with clients and their carers • Coordinate activities and outings run from the Maroubra or Glebe centre including social outings, activities, classes and social group shopping for clients Aged over 65 and their carers: <ul style="list-style-type: none"> a. Oversee the placement of clients in outings and activities that align with outcomes identified in their service goals and care plan. b. Oversee the planning of outings and activities for clients with volunteers, social support workers and other services that are in line with Wellness and Reablement principles and respond to interests of clients. c. Undertake and facilitate client assessments and reassessments and develop client plans that are in line with Wellness and Reablement principles • Communicate directly with clients and carers about their needs, payment of fees, their rights and responsibilities and their entitlements to service provision • Develop and implement new services in line with client goals

Accountability	Key Activities
	<p>Service Administration:</p> <ul style="list-style-type: none"> • Respond to requests and enquiries from clients, carers, volunteers, social support workers • Liaise with other service providers and coordinate referrals to the service from My Aged Care, including assisted referrals via My Aged Care • Implement and monitor data collection processes and the maintenance of client records (electronic and hard copy) such as data entry, client database and collation of data for reporting • Oversee fee collection, receipting and records • Approve and process the payment of volunteer expenses • Liaise with the Aged Services Manager regarding client, volunteer and social support worker issues to plan and implement solutions • Keep informed of policy, reform and program development issues in aged services and program areas • Engage in processes to facilitate cross program and cross centre services within JNC • Develop and ensure implementation by the team of procedures and policies service delivery across JNC program areas • Undertake other administration tasks to ensure the smooth running of JNC's Aged program • Oversee the day to day operation of the Glebe centre including reporting maintenance issues, facility issues and liaison with the City of Sydney (Glebe Centre only)
Networking, external communications and partnerships	<ul style="list-style-type: none"> • In conjunction with relevant Managers, oversee promotion and external communications relating to Aged Services to ensure effective and accurate communication messages to stakeholders • Communicate with stakeholders, other service providers and the community to promote the work of the JNC and build positive relationships • Provide input to JNC communications and oversee input by the team's programs to newsletters and publicity materials. • Maintain knowledge of program changes and new initiatives from government, community and business organisations • In conjunction with Managers, participate in the development of partnerships with relevant services and agencies • Actively participates in relevant networks and forums • Participate in the development of strategies to engage with the community and build an understanding of community aspirations
People management and team work	<ul style="list-style-type: none"> • Foster strong teamwork in Aged Services team and participate in building a strong team across the JNC • Complete Performance Development Plans (PDP) for team members on an annual basis reviewing any issues arising from these with the Aged Services Manager • Coordinate staff recruitment and induction for program staff • Plan to contribute actively to team meetings in Aged Services • Provide active supervision, support and training to team members and ensure plans are in place for staff development, debriefing and supervision and team meetings • Provide effective support and supervision for volunteers in the team and liaise with the JNC Volunteer Coordinator about any volunteer issues
Lead development of a positive, collaborative and respectful culture	<ul style="list-style-type: none"> • Actively participate in building a positive work culture and ensure wellbeing of staff and staff morale in Aged Services team • Promote and actively model JNC values, Core Principles and code of conduct to all staff, clients, partners and stakeholders • Work actively and collaboratively as a member of the Coordinators and Managers Group to achieve JNC wide work objectives

Accountability	Key Activities
Active participation in the organisation	<ul style="list-style-type: none"> Implement policies and procedures at organisation wide and program specific levels and ensure team members are aware of and comply with all organisational policies and procedures and compliance with WHS, Child Protection, EEO and other legal requirements. Contribute to JNC meeting Work Health & Safety (WHS) requirements, that self and staff team are responsible for reading, understanding and abiding by the organisation's WHS policies Take reasonable care of the health and safety of self and others and co-operate with the Board and Leadership Team in its efforts to comply with WHS requirements. Liaise with other employees to ensure health, safety and welfare at work, provide and maintain safe places of work, equipment and systems of work under WHS legislation. Provide input to the collection of organisation wide statistics Actively participate in professional development and training and in JNC wide staff meetings and staff development activities

Performance Measures

- Variance to service delivery budget
- Number of new clients per funding area
- Meeting contracted outputs in funded services
- Compliance with regulatory requirements / service specifications
- Performance of the Aged team in meeting client goals
- Development and implementation of new services to meet client needs
- Alignment with JNC Values and Core Principles

Selection Criteria

Essential Criteria

1. Commitment to the values of the JNC
2. Demonstrated ability to work as part of a larger team of workers who are committed to meaningful, responsive and flexible services, as well as to work independently
3. Experience and demonstrated ability to supervise and support staff and volunteers, and to lead strong teamwork
4. Understanding and knowledge of services for older people and of current reforms in this industry
5. Experience in delivery and coordination of Aged services for people who are frail aged in ways that meet relevant industry standards
6. Understanding of the enabling and wellness approaches in working with older people and an understanding of implementing Person Centred Care
7. Demonstrated strong planning and evaluation skills
8. Highly developed oral, written and interpersonal communication skills
9. High level organisational and administration skills, including development and monitoring of a budget
10. Relevant computer/IT skills, in particular, experience in Office, email, internet and use of a client management system
11. Current NSW drivers licence Class C
12. Access to a reliable car with full comprehensive insurance.

Desirable

1. Extensive knowledge of Home Care Packages and their funding and experience in implementing HCP in aged care
2. Ability to speak a community language.
3. Previous experience working in a community organisation.
4. Experience in program or service planning and program evaluation
5. Relevant tertiary qualifications and/or demonstrated equivalent experience.

Working with Us

The five key reasons to join our team here at the JNC:

1. **You'll make a difference in the community**

Be part of the positive change we make to address social isolation, enable people to be connected to their communities and to strengthen communities.

2. **You'll learn**

We are all constantly striving for excellence in our community services and programs, basing our programs on evidence and understanding the aspirations of our community. This means we are all learning and growing.

3. **You will be part of an outcomes focused team**

We are constantly focused on the outcomes of our work. Our programs are seen as responsive, our organisation is strong and respected and we value innovation and giving it a go.

4. **We're dynamic**

We work hard yet our work environment is relaxed, friendly and supportive. We are all here for the same reason and work together to achieve outcomes for our clients and communities. We all enjoy our regular staff development gatherings and like to celebrate our key achievements.

5. **You will be in a values driven organisation**

Our work is guided by our values and these drive the way we shape our programs and work together and with our clients and communities.

Additional information about employment at the JNC

- The Junction Neighbourhood Centre is an equal opportunity employer
- Aboriginal and Torres Strait Islander people and people who speak languages other than English are encouraged to apply
- While each position has a regular location, staff may be required to work at any of our centres: Maroubra, Glebe and Bondi Junction.

- Employment is subject to a satisfactory Police Check and a Working With Children clearance; some positions require a Driving Record to be provided and/or a willingness to maintain a current First Aid Certificate.
- In the context of our Work Health and Safety policy and practices, all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and the health and safety of others, by reporting all incidents and injuries, following procedures and any measures introduced in the workplace to improve WHS
- Salary packaging is available for all permanent and fixed term contract positions.

Our purpose, vision and values

Our statement of purpose

We believe that being socially connected improves people's wellbeing. We listen to our local communities and work with them to deliver critical services and opportunities for social connection.

Our vision

To be a leading provider in South Eastern Sydney of services that enhance the wellbeing and resilience of individuals and communities with the best quality services delivery.

Our Values and Practices

VALUE	PRACTICES
Accountability and Professionalism	We are evidence based and outcomes focused We deliver quality client services with accountability for our work.
Social Justice	We work to enable fair and equitable access We take an holistic approach to well-being and focus on the whole person. We are person-centred and work with people to build individual resilience using enabling and strength based approaches.
Participation	We encourage people to participate and engage in community life so that they have a say and retain control over their lives.
Respect	We provide culturally appropriate, safe and accessible services where strengths, capabilities and diversity are acknowledged and valued. We strengthen our commitment to reconciliation.
Collaboration	We work with others to build community resilience and connectedness.
Courage	We are committed to our purpose and vision even in the face of adversity.

Core Principles for the JNC staff team

Principle	Key behaviors
Professionalism and accountability	<ul style="list-style-type: none"> ▪ We deliver quality client services and provide exceptional customer service. ▪ We account for our work, accept responsibility for our own performance and disclose results in a transparent manner. ▪ We take responsibility for our own actions and behaviors. ▪ We all comply with JNC's policies and procedures.

Principle	Key behaviors
Learning and growth	<ul style="list-style-type: none"> ▪ We adapt to our changing environment, adopt new ways of doing business, and respond to challenges as opportunities. ▪ We take initiative in keeping our professional skills and knowledge up-to-date. ▪ We continually improve through innovation and creativity. ▪ We are proactive in our work and learn from our experiences. ▪ We each contribute to organisational sustainability.
Working together as one team	<ul style="list-style-type: none"> ▪ We build trust with a focus on integrity. ▪ We create safe spaces to communicate, voice and hear opinions and ideas and commit to the final decision or outcome. ▪ We value and support each other, acknowledge individual strengths and celebrate individual achievements. ▪ We share information, knowledge and skills across the organization. ▪ We actively demonstrate our commitment to common team goals. ▪ We participate equally and cooperatively in partnerships.
Respect	<ul style="list-style-type: none"> ▪ We enable a positive, inclusive and fair workplace. ▪ We are mindful of, and value, the diversity of our staff, clients and communities. ▪ We treat each other and our clients with dignity at all times.
Cultural inclusiveness	<ul style="list-style-type: none"> ▪ We abide by the principles of Cultural Safety, developing and demonstrating awareness and acceptance of culture, identity and beliefs. ▪ We incorporate this awareness into workplace practices so that staff and clients feel safe, respected and valued. ▪ We accept mutual responsibility for sharing relevant knowledge, meaning and experiences to support our inclusive culture.

Our Programs

The JNC's programs are diverse and community focussed. Here's a snapshot of what we do:

- Outreach programs to engage with people who are socially isolated and vulnerable and enable them to link to relevant services
- Family support and related family programs
- Information about community services and programs
- Referral to relevant services and programs to address individual needs
- Social events and outings to enhance wellbeing through connecting with others
- Social support for older people and people with disability
- Volunteer services and training
- Skill development for individuals and organisations in creating well-being and working in an enabling way