



# *Lower Mountains Neighbourhood Centre Inc*

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## **POSITION DESCRIPTION**

<b>Title</b>	Co-ordinator Blue Mountains Volunteer Home Visitors service - Blaxland
<b>Employment Status</b>	Part-time; 16 hours per week
<b>Reporting To</b>	Manager
<b>Directly Supervising</b>	VHV Volunteers
<b>Award</b>	Grade 4 Social & Community Services (SACS) NSW Award. Paid according to Mountains Community Resource Network (MCRN) Above Award Rates.
<b>Date Prepared</b>	November 2009

### **Position Purpose**

The role of the Coordinator, Volunteer Home Visitors service, is to ensure the effective co-ordination and administration of the service according to policy, procedure and funding contracts.

The Volunteer Home Visitors service is a social support service that aims to assist people to remain living in their own homes for as long as possible.

### **Position Summary**

This position is responsible for co-ordinating the Volunteer Home Visitors service to meet the needs of the HACC target group in the area from Lapstone to Warrimoo.

The position involves:

- Client assessment, care plan and referral; recruiting, training and supporting volunteers;
  - matching volunteers with clients;
  - maintaining contact with other referral agencies;
  - promotion of the service;
  - monitoring the Volunteer Home Visitors budget;
  - fulfilling accountability requirements with Ageing, Disability and Home Care (ADHC), Department of Human Services NSW, and the Lower Mountains Neighbourhood Centre Inc (LMNC);
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- networking with the community service sector;
- liaison with other relevant community services.

*For more detail, please see under 'Core Activities & Key Outcomes'.*

## **Context**

The Lower Mountains Neighbourhood Centre Inc. (LMNC) provides and maintains a diverse range of community services and programs in response to identified needs of all residents in the Lapstone to Warrimoo community.

The Centre operates in an openly accessible and accountable way, advocates on behalf of vulnerable community members, and promotes the development of self-help initiatives and support networks in order to enhance individual opportunities and strengthen community resilience.

The Volunteer Home Visitors service is a Home & Community Care (HACC) Neighbour Aid program supporting frail-aged people, people with disabilities and their carers. The position is based at the Lower Mountains Neighbourhood Centre and covers the Lapstone to Warrimoo area. This service is part of the broader Blue Mountains Volunteer Home Visitors service with Co-ordinators based at Katoomba Neighbourhood Centre, Mid-Mountains Neighbourhood Centre, Springwood Neighbourhood Centre, as well as at LMNC in Blaxland.

The service is funded by Ageing, Disability and Home Care (ADHC), Department of Human Services NSW.

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## Core Activities and Key Outcomes

KEY RESPONSIBILITY AREAS	KEY TASKS
<p><b>1. Client Service and Support</b>  <b>Key Outcome 1:</b> An effective and efficient assessment process and service to support identified needs of the clients, in keeping with the purpose of the program.</p>	
<p>1.1 Assess effectively the needs of the client through interview process and consultation with the referring agency, if appropriate.</p>	<ul style="list-style-type: none"> <li>▪ Communicate with client, identify and record client needs, making appropriate referrals in accordance with HACCC National Standards</li> </ul>
<p>1.2 Develop and maintain a professional relationship with individual clients with the aim of assessing client needs and providing appropriate choices.</p>	<ul style="list-style-type: none"> <li>▪ Respond to client requests for information about other services in the community which may be able to assist them; and with the client's approval, make appropriate referrals for access to services.</li> </ul>
<p>1.3 Provide appropriate support to primary carers, through information about services, individual support as required, and support primary carers in a group setting when numbers are sufficient and the need indicated.</p>	<ul style="list-style-type: none"> <li>▪ Respond to needs of carer by providing information, referrals.</li> <li>▪ Support carer's needs by providing social support for client and thereby providing carer with a break.</li> </ul>
<p><b>2. Volunteer Recruitment and Support</b>  <b>Key Outcome 2:</b> The recruitment of appropriate volunteers and their matching with clients, and the provision of volunteer support and training.</p>	
<p>2.1 Co-ordinate and supervise the recruitment of appropriate volunteers to ensure the effective provision of service to consumers.</p>	<ul style="list-style-type: none"> <li>▪ Appropriately advertise the service in the community with aim of recruiting suitable volunteers to meet the needs of consumers and the service's aims.</li> <li>▪ Effectively recruit volunteers from a cross-section of the community, with the aim of ensuring adequate representation of the community in the volunteer group.</li> <li>▪ Ensure an appropriate interview and selection process of volunteers, with the aim of recruiting individuals who meet the criteria of the work.</li> </ul>
<p>2.2 Support and supervise effectively a team of volunteers, ensuring continued skill and knowledge development to perform required tasks.</p>	<ul style="list-style-type: none"> <li>▪ Provide ongoing individual and group support to the volunteers of the service, ensuring that each volunteer is adequately supported in their role as a volunteer carer.</li> <li>▪ Convene regular volunteer meetings to provide information about service matters and training.</li> <li>▪ Provide all volunteers with training opportunities to meet group and individual needs for skill and knowledge development.</li> <li>▪ Ensure that all training opportunities provided are evaluated to determine their effectiveness.</li> </ul>

<p><b>3. Administrative and financial co-ordination, and program accountability</b>  <b>Key Outcome 3:</b> the efficient and timely co-ordination of the administrative and financial aspects of the program, including funding submissions and reporting.</p>	
<p>3.1 Ensure the effective and efficient administration of the service to the HACC target group in the Lapstone to Warrimoo community according to the requirements of HACC program, relevant legislation and LMNC policies and procedures.</p>	<ul style="list-style-type: none"> <li>▪ Effectively promote the service within the community to ensure that the target group has an equitable access to the service.</li> <li>▪ Promote the service with other agencies and service providers to ensure that the aims and objectives of the service are understood, resulting in appropriate referrals.</li> <li>▪ Maintain an effective working relationship with other service providers and the other Co-ordinators of the broader Blue Mountains Volunteer Home Visitors service.</li> <li>▪ Maintain service records including consumer details, volunteer details, statistical data, service documents and information.</li> <li>▪ Develop, maintain and continually review the administrative systems to assist with the efficient operation of the service.</li> <li>▪ Ensure the adequate and appropriate allocation of work tasks for the Administration &amp; Finance Officer.</li> <li>▪ Consult with staff regarding service development, review and planning, ensuring staff input.</li> <li>▪ Operate the service within budget allocations and constraints.</li> <li>▪ Liaise with the funding body regarding funding and the development of the service; write submissions as required.</li> <li>▪ Provide reports and data as required by the funding body and LMNC Manager or Board.</li> <li>▪ Within financial constraints, participate in relevant training to ensure that the necessary skills are maintained to fulfil the requirements of the position.</li> </ul>
<p>3.2 In consultation with the Manager and Administration &amp; Finance Officer, develop the service's annual budget and monitor it on a regular basis.</p>	<ul style="list-style-type: none"> <li>▪ Ensure monthly monitoring of the budget; discuss any issues with the Manager.</li> </ul>

<p>3.3 Maintain accountability for the operation of the service.</p>	<ul style="list-style-type: none"> <li>▪ Annual evaluations from clients and volunteers to effectively evaluate the service, and identify aims for service improvement.</li> <li>▪ Contribute to the planning and review of the service in conjunction with the Manager and LMNC Board; identify strategies for service development.</li> <li>▪ Contribute to the development of service plans, aims and objectives on an annual basis, for public consultation.</li> <li>▪ Contribute to the development and review of service policies and procedures, in conjunction with the Manager and LMNC Board.</li> <li>▪ Provide service according to the funding contract and guidelines of the funding body.</li> <li>▪ Provide service according to the policies and procedures of the service and LMNC.</li> </ul>
<p>3.4 Contribute to the development and cohesion of the broader staff team within the Neighbourhood Centre, including paid and unpaid workers</p>	<ul style="list-style-type: none"> <li>▪ Effectively contribute to staff meetings, providing positive input.</li> <li>▪ Work collaboratively with other LMNC staff by sharing resources, skills, energy and ideas.</li> <li>▪ Actively encourage access to, and utilisation of LMNC programs, services and facilities.</li> <li>▪ Contribute towards and adhere to LMNC policies and procedures.</li> <li>▪ Constructively work through any staff disputes or disagreements to ensure the continuation of effective staff relations.</li> </ul>

## Qualifications and Experience

- Appropriate tertiary qualifications in Welfare, Health, Social Science or related fields
- Experience working in the community sector
- Experience working with volunteers, providing support and training
- Experience administering a community service.

## Knowledge, skills and abilities

- Understanding of community services
  - Understanding of funding arrangements, submission/tender writing
  - Effective communication skills
  - Ability to communicate with all stakeholders
  - Ability to prioritise work tasks and apply initiative
  - Ability to work effectively with minimum supervision
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- Competent computer skills (Windows, Microsoft Word, Excel, email/internet, database)
  - Proven ability to maintain confidentiality
  - Understanding of Equal Employment Opportunity principles
  - Understanding of the principles of access and equity
  - Understanding of issues and factors affecting service provision within a culturally diverse society
  - Understanding of Occupational Health and Safety issues and requirements.
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