

Position Details

Title	Service Coordinator
Location	
Level	In accordance with experience and qualifications

Subee Mission and Values

Vision Statement: The Vision of Subee is to be a leader in the delivery of community health care services while striving to maintain a clear, client orientated care system. This system will continue to improve through internal and external assessment processes.

Mission Statement: Subee Pty Ltd is committed to providing quality home nursing, respite care and disability support services focusing on the unique needs of the clients and their families.

At all times we will ensure that every client is treated with respect, dignity, and sensitivity in a non-discriminating manner. Our aim is to promote, support and maintain the clients need to remain at home and encourage independence.

Relationship and Stakeholders

Reports to	Coffs Harbour or Newcastle Team Leader
Direct Reports	Nil
Number of Employees	Nil
Key Internal Relationships	Administration Support Rostering Team Service Delivery Team
Key External Stakeholders	Subee Clientele, friends, and family

Position Purpose

The purpose of this position is to:

To provide clients with high quality support and care that addresses individual needs, and enhances independence, abilities, community participation and/or quality of life in support of the client's individual goals and aspirations. This can be achieved through:

Service Delivery – Having knowledge on Subee's Policies & Procedures to ensure industry best practice implementation of client centred-services.

Stakeholder Management – Positive and constructive day to day communication with clients, their families, and carers to actively achieve client goals.

Individual and Team Responsibility – Working in a positive and constructive manner with all staff in the delivery of best practice client centric services. Taking responsibility for personal and professional development and training that is relevant to the achievement of individual client goals.

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Subee Pty Ltd Mission Statement, Code of Conduct and Equal Employment Opportunity Principles.

Selection Criteria to be Addressed

Qualifications

Essential

- NDIS Workers Check
- First Aid Certificate
- Valid Driver's Licence
- Certificate III - IV Individual Support/Aged Care or relevant qualifications

Desirable

Knowledge/experience of the community/aged care/disability sectors

Essential Competencies and Experience to be Demonstrated:

Ability to walk, bend, push, pull and lift repetitively during working hours

Ability to handle heavy equipment and machinery used to transfer clients

Excellent communication and ability to use initiative and judgement

Self-motivation and the ability to identify and complete needed tasks without direct supervision

Strong attention to detail and role model Subee policies and procedures

Ability to complete documentation in a timely and concise manner

Ability to follow defined WHS and injury management policies and procedures in relation to the role and expectations and take all reasonable care for the safety and wellbeing of others in the workplace

Ability to work independently and as part of a small team

Flexibility to work with a diverse client base, in a variety of community settings, at various times and in the

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delivery of different service types

Ability to work with clients in a consumer directed care delivery model and assist service users to maintain independence, quality of life and exercise choice

Key Result Area	Key Activities
Support Work	<p>Work with challenging behaviours and complex clientele</p> <p>Support, train, or mentor other carers as appropriate</p> <p>Full assistance with showering, drying, dressing & personal grooming</p> <p>Bowel care</p> <p>Manually handling</p> <p>Oral care</p> <p>Catheter care</p> <p>Provide personal care to clients with particular emphasis on those requiring extra help due to specific physical problems or frailty</p> <p>Schedule maintenance work programs on a routine and regular basis</p> <p>Transporting participants to and from home and day programs, and other activities and appointments</p> <p>Assist with the administration of medication in accordance with Subee's Medication Management Policy & Procedure</p> <p>Supporting participants to manage their money and to purchase requested items</p>
Domestic Assistance	<p>Food preparation</p> <p>Shopping</p> <p>Cleaning and sanitising furniture, fixtures, and surfaces in rooms</p> <p>Emptying bins, fridges/freezers</p> <p>Sweeping, mopping, and vacuuming</p> <p>Changing bed linen</p> <p>Washing, drying, ironing and folding clothes</p> <p>Washing dishes</p>
Administration	<p>Provide accurate and detailed incident reports, and progress notes in a timely manner</p>
Professional Development	<p>Attends all mandatory in-person training and meetings hosted by Subee and external bodies</p> <p>Achieves 12 hours professional development as outlined in Training requirements</p>

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Work Health and Safety	<p>Ensure safe work practices and a safe work environment is always maintained</p> <p>Comply with Subee health and safety policies and procedures</p> <p>Ensure work is carried out with the correct use of safety equipment</p>
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Agreement of Position Description:

I have read, understood, and agree to comply with this job description.

Employee Name:	
Employee Signature:	
Date:	

HR Coordinator Name:	
HR Coordinator Signature:	
Date:	

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