

POSITION DESCRIPTION

STAFF DEVELOPMENT CO-ORDINATOR

DIVISION or PROGRAM:	Home Care	AWARD AND LEVEL (if applicable):	SCHADS Level 4
DATE OF APPROVAL:	December 2019	APPROVED BY (Position Title):	GM, Home Care

PURPOSE OF THE POSITION

The Staff Development Co-ordinator works with and supports the Executive Manager, Staff Development and the Home Care team to ensure that Community Support Workers and Volunteers are in place and equipped to meet the current and future needs of clients.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles.
- Undertake administrative and project management activities to maximise the efficiency of processes and outcomes for the Staff Development and Home Care team.
- Assist in meeting the human resource needs of the Home Care Division by coordinating the recruitment of Community Support Workers (CSW) and Volunteers, including assisting in shortlisting, performing background checks, organising pre-employment checks, completing required paperwork and maintaining associated records required for compliance purposes.
- Assist with ordering of mobile phones and data plans and organising new user profiles for email and Carelink+ access for new CSWs.
- Onboarding for new starters, including employees and volunteers.
- Be the first point of contact for CSWs and Volunteers to assist with queries and provide first tier advice on processes. Escalating to the relevant Manager where required.
- Work closely with the Scheduling team to monitor and ensure the efficient use of the CSW workforce, including ensuring all permanent CSWs are being rostered to work as per their contract of employment, the use of casual staff and identification of recruitment needs.
- Assist in determining training and development needs for the Home Care Division to ensure a high level of service provision to clients is achieved and maintained and meets the changing needs of the service delivery models, legislation and best practice.
- Assist in the development of training programs and assessment of competencies of the CSWs to meet compliance and best practice service delivery requirements.
- Co-ordinate planned training, inductions, and events including arranging venues, catering, sending invitations, and preparing and distributing meeting documentation. Where applicable develop training resources and deliver training programs.
- Maintain and update relevant databases and documents to meet compliance, auditing and budgeting requirements, including but not limited to training records.
- Carry out CSW and volunteer processes including annual performance reviews, in-field assessments, supervision, performance management, pay queries and any other relevant queries.
- Co-ordinate and provide administration support for CSW/Volunteer processes including but not limited to change of employment information, annual performance reviews, in-field assessments and CSW/ Volunteer leave.

- Co-ordinate and where required, run regular, scheduled team meetings for CSWs and Volunteers.
- Routinely seek feedback from CSWs and Volunteers on client well-being.
- Assist with the co-ordination of communication and tracking of information relevant to CSWs and Volunteers.
- Provide effective project support including undertaking research.
- Maintain, develop and identify improvements to team procedures and processes to ensure the services provided are consistent, efficient and relevant.
- Contribute to quality improvement programs and the service accreditation audits / reviews.
- Other duties as directed from time to time.

KEY COMMUNICATIONS

This role works closely with the Executive Manager, Staff Development providing support to the Management team in areas related to staff resourcing and development. The role will also work with CSWs and Volunteers to provide learning and development opportunities and ensure they are supported in their role.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Certificate IV in Training and Assessment and demonstrated experience in developing and delivering training
3.	Knowledge of Aged Care, including related regulations, service delivery models, legislation and best practice
4.	Experience managing or co-ordinating a team of workers or volunteers
5.	Sound organisational skills, the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines
6.	High level communication, interpersonal, and engagement skills, with ability to maintain confidentiality on sensitive issues.
7.	High level administration and computer skills including proficiency in the MS Word suite and an ability and willingness to learn new software
8.	A proactive approach and demonstrated problem solving ability
9.	Ability to work as part of a team, engage with people from all socio-economic and cultural backgrounds to meet organisational and client outcomes

Desirable knowledge, skills, qualifications and experience:

1.	Sound understanding of the Social, Community, Home Care and Disability Industry Award 2010 (The Award)
2.	Experience and understanding of staff rostering in an Aged Care setting to achieve efficient workforce utilisation

* CatholicCare reserves the right to vary this position description in response to its changing needs.