

## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Assistant Coordinator</b>
<b>SECTION:</b>	<b>Client Services</b>
<b>ACCOUNTABLE TO:</b>	<b>Coordinator</b>
<b>CONDITIONS OF SERVICE:</b>	<b>As Per Contract of Employment</b>

### **PRIME FUNCTION**

To assist in effectively and efficiently coordinating the provision of quality services to assigned clients and/or programs, in accordance with organisational policies and procedures.

### **DUTIES**

#### **CLIENT SERVICES**

- Assist in the coordination of quality services to assigned clients and/or programs.
- Undertake administrative duties in relation to allocated services/programs.
- Assist in the effective assessment, review and monitoring of allocated client services.
- Ensures that the provision of client services is consistent with the policies and procedures of PHCS and its funding bodies.
- Assist in the recruitment, selection, supervision, support and development of a group of Support Workers.
- To undertake duties and act in other positions as required.

#### **QUALITY ASSURANCE**

- Participates in quality assurance activities
- Help promote a safe workplace in accordance with our Occupational Safety and Health procedures and policies.
- Ensures safety of self, Support Workers and others at all times
- Participates in planning processes as required
- Undertakes professional development activities as required
- Adheres to PHCS policies, procedures, and guidelines

#### **PUBLIC RELATIONS**

- Develops and promotes positive relationships with relevant health, community service and other organisations
- Represents PHCS as required

#### **ADMINISTRATION**

- Assists in ensuring that services are provided within budgetary guidelines
- Ensures the provision of timely and accurate client, activity and financial data

**OTHER DUTIES**

- As required by the Coordinator
- As required by the Manager - Client Services

**SKILLS, KNOWLEDGE AND TRAINING****Skills**

- Supervisory and people skills
- Communication and interpersonal skills
- Team skills
- Time management and organisational skills
- Computer skills

**Knowledge**

- Community service agencies and contemporary community service practices
- Knowledge of Home and Community Care (HACC), Disability Services Commission (DSC) and other required Service Standards, Policies, and Procedures under which PHCS operates.
- Social role valorisation
- Current occupational safety & health responsibilities, principles and practices

**Qualification**

- Relevant tertiary qualification - TAFE Certificate IV and above (Desirable)

**JOB RESPONSIBILITIES**

- Responsible for the sound coordination of allocated client services
- Provides effective support, guidance and mentoring to a team of Support Workers

**COMMUNICATIONS**

- Clients and potential clients
- PHCS employees
- General public
- External organisations

**WORKING ENVIRONMENT**

- Based in Leederville office
- Community visits (clients, Support Workers & other organisations)

**PERFORMANCE STANDARDS**

Performance standards will be measured on the basis of:

- Effective and efficient coordination of allocated services
- Assistance with the supervision, support and mentoring of Support Workers

- Communication & interpersonal skills
- Effective team member
- Representation of PHCS in a professional manner
- Cooperation and flexibility

Position Holder:

Signature:

Date: