

## Job description

Australian Croatian Community Services is seeking a Croatian speaking Social Support Groups Coordinator for CHSP funded groups in the Northern metropolitan region.

### WHAT IS THE ROLE?

The Support Coordinator is responsible for ensuring that flexible services are planned and implemented for consumers who are assessed as eligible under the Commonwealth Home Support Program (CHSP) and Home and Community Care (HACCyp) guidelines. The Support Coordinator will work with the consumer and their support network to identify goals which will enable them to maintain and improve their level of independence, quality of life and empower them to continue living at home and working towards their life goals.

This is a one year contract, part time position, 20 hours per week. The position will be remunerated at the SCHCADS Award, Schedule B, Level 4 (Pay point determined on experience). Salary packaging benefits.

### Duties & Responsibilities

Ø Effective liaison & communication skills in working with a range of personnel from Department of Health and Human Services, other community agencies, participants and families.

Ø Proven ability to work effectively with individuals who display behaviours of concern.

Ø Ability to assess, plan, develop, implement, monitor and review individual Care plans according to the participants needs.

Ø Knowledge of the Active Support Model and the importance of knowledge in the area of cultural diversity planning.

Ø Ability to supervise volunteers, to provide feedback and guidance.

Ø Demonstrated ability to assist with administrative requirements of the program, including competent use of a computer, emails, reports where required etc.

### what we are looking for:

- Demonstrated experience in aged care services and healthy ageing principles
- Previous experience in support coordination in a community setting
- Understanding and commitment to person-centred approaches
- Demonstrated ability to work cooperatively as a member of a professional team

- Well-developed interpersonal skills, including the ability to build rapport
- Knowledge of community resources/professional services which support individuals in the region
- Demonstrated ability to work effectively within a culturally diverse group
- Excellent written and verbal communication skills
- Demonstrated ability to work autonomously with a high degree of initiative
- Ability to speak Croatian language
- Proficient in the use of computer software: Word, Excel, Internet and email

### **WHAT WOULD BE GREAT TO HAVE?**

- Knowledge of client databases e.g. Alchemy and knowledge of DEX reporting
- An ability to work in a flexible and creative manner
- Certificate IV in Leisure and Wellbeing or equivalent qualifications
- Experience working in a similar capacity for a community based not-for-profit organisation

You should be eligible to work in Australia. ACCS is an equal employment opportunity employer. All employees are required to undergo a National Police Check, and abide by our Code of Conduct.

### **OTHER REQUIREMENTS**

1. Ability to work flexible hours.
2. Current and satisfactory police check, it is a condition of employment that a current and clear police check is maintained.
3. Current driver's license and comprehensive car insurance.
4. A current First Aid level 2 Certificate is maintained.
5. Ability to work with minimal supervision.
6. Nomination of at least 2 referees

If you believe you are the right person for this position, please send your covering letter addressing selection criteria above, and your CV via email. For more information please contact Visnja Prpic, (Quality and Operations Manager), Australian Croatian Community Services, on 0499 808 352. Visit our website [www.accs.asn.au](http://www.accs.asn.au)

