

## POSITION DESCRIPTION

### NEIGHBOUR AID COORDINATOR – JOB SHARE POSITION

#### OUR VISION

*~Making a difference~*

#### OUR STRATEGY

*Purpose – Making a positive difference in people's lives.*

*Way – Building and maintaining quality connection with the local community through effective communication. We will listen and hear, communicate, and act upon.*

*Impact – Empowering and strengthening the community through information, connections, support, and kindness.*

#### RESPONSIBLE TO:

The Executive Officer

#### LOCATION:

Richmond Neighbourhood Centre;  
20 West Market Street Richmond.

Service delivery in flexible locations.

#### CONDITIONS:

1. Employment conditions will be in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 Award, Grade 5, unless otherwise outlined in the attached document titled 'Additional Conditions'
2. Job share position with individual hours detailed in letter of offer. Full time equivalent dependant on funding.

#### ABOUT US

Richmond Community Services Inc (RCSI) is a small community organisation with a big heart. We are based in Richmond Neighbourhood Centre and provide services to residents of the Hawkesbury Community. Our vision is MAKING A DIFFERENCE to the lives of people in our community. We do this through the provision of quality services and activities that enable strength, inclusion, and respect, while reducing social and financial disadvantage and distress.

The organisations main focus is on activities for children, youth, parents and carers, but there are also many activities for adults of all ages. Our Neighbour Aid project provides support for our seniors. The Neighbourhood Centre team provides a community support service offering assistance to residents in need. In addition to paid staff, the centre has many volunteers in a variety of roles.

The governing body of RCSI is a volunteer Management Committee whose members have a strong commitment to locally based community services. RCSI receives its main funding from the NSW Department of Communities and Justice (DCJ) and the NSW Department of Health and Ageing (DOHA).

### ROLE PURPOSE

The Neighbour Aid Coordinator plans and delivers high-quality services to people aged over 65 and living in their own home with the use of a skilled volunteer base.

### KEY RESPONSIBILITIES & MAIN ACTIVITIES

1. Planning and Service Delivery
2. Volunteer Management and Development
3. Networks and Partnerships
4. Program maintenance, promotion, evaluation and development

### DETAILED RESPONSIBILITIES

#### 1. Planning and Service Delivery

*To provide a community-based service to consumers and carers which may assist them to remain living independently in their own homes to prevent inappropriate or delay premature residential care.*

- a. Receive and assess consumer referrals through My Aged Care.
- b. Directly assess people seeking assistance from the service and develop service care plans.
- c. Ensure consumer records are up to date and relevant.
- d. Provide ongoing consumer monitoring and reassessments.
- e. Provide information and referral to frail aged people, and their carers about services, education and support groups to meet their individual needs.
- f. Ensure equal promotion and access to services for the CHSP target groups.
- g. Ensure strict confidentiality in regard to consumer information.
- h. Ensure that all planning and service delivery tasks are undertaken within the guidelines, policies and procedures of funders and RCSI.
- i. Consult with program clients and their carers to ensure relevance of the service.
- j. Identify gaps in services and advocate for appropriate service development.
- k. Be an effective advocate in representing the CHSP targets group's needs to other services, community groups, government departments and their representatives.
- l. Enhance the provision of effective and efficient services through a coordinated approach by attending CHSP Forums and meetings.
- m. Encourage cross-referral with CHSP services and other CHSP related services.

#### 2. Volunteer Management and Development

*To recruit, orient, train, co-ordinate and supervise volunteer staff who work within the RCSI Hawkesbury Neighbour Aid Program.*

- a. Recruit, interview, and assess Volunteers for the service.
- b. Organise and implement volunteer orientation training program.
- c. Develop and implement ongoing training programs/resources, review, support and supervision for volunteers.
- d. Ensure volunteers fulfil the requirements of their job description and follow consumer care plans.
- e. Ensure the provision and maintenance of safe working conditions for all volunteers.

#### 3. Networks and Partnerships

*Promote a positive awareness of the needs of frail aged people and their carers and develop networks and partnerships to enable better coordination of services for the community.*

- a. Develop and maintain links with relevant organisations to promote greater co-ordination of services for the community.
- b. Maintain and develop relevant partnerships
- c. Represent RCSI to Government, other community agencies and the wider community in consultation with the EO/Community Development Worker.

4. Program maintenance, promotion, evaluation and development  
*To co-ordinate the program maintenance, evaluation and development which support the provision of services within the RCSI Hawkesbury Neighbour Aid program.*
- a. Direct Service policy and procedure development, implementation and evaluation.
  - b. Organise and participate in an annual evaluation and planning day for the service to ensure that the goals and outcomes of the program are achieved.
  - c. Promote regular evaluation of the service through regular Neighbour Aid meetings.
  - d. Where appropriate place and supervise students within the program.
  - e. Manage and maintain service budget in consultation with the EO/Accountant
  - f. Preparation of submissions in consultation with the EO and Management Committee.
  - g. Maintain data collection for the service – including reporting to the DEX Data Exchange as per funding requirements.
  - h. Preparation for - and attendance at - Quality Monitoring audit by funders.
  - i. Co-ordinate the development of appropriate promotional material and media advertisements in co-operation with the EO/Community Development Coordinator
  - j. Represent RCSI to Government, other community agencies and the wider community in consultation with the EO/Community Development Coordinator.

#### ORGANISATIONAL PARTICIPATION

Be active in team meetings, discussions and planning initiatives.

- Actively participate in skills training as approved by Executive Officer
- Participate in regular supervision meetings with Executive Officer including annual appraisal.
- Provide monthly and annual reports to Management Committee. Attendance at Management Committee meetings if required.
- Document weekly activities in accordance with current procedures.
- Work in alignment with organisational values, contributing to a positive work culture.

#### WORK HEALTH & SAFETY

- To assist with the tasks associated with a clean and safe workplace
- Undertake other reasonable duties as directed to contribute to all Work, Health and Safety requirements
- Take reasonable care of your own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's WHS policies and procedures
- Report all injuries, illness or 'near misses' to your manager
- Participate in relevant health and safety training based on roles and responsibilities
- As required, participate in the development and implementation of specific WHS hazard and risk management strategies.

#### GENERAL

- Commitment the vision, purpose way and impact of the organisation
- Undertake other reasonable duties as directed.

ACCEPTANCE OF ROLE AND DUTIES AS OUTLINED ABOVE

Executive Officer Name:

Executive Officer Signature

In signing and reading this position description, I understand and acknowledge its contents and agree to those conditions.

Employee Name:  
Date:

Employee's Signature