

## HOUSE COORDINATOR

### POSITION PURPOSE

To provide high quality support that addresses individual needs and enhances independence, abilities, community participation, and/or quality of life for clients of the organisation as directed.

### RELATIONSHIPS

#### Reports To:

- Service Coordinator

#### Subordinate Positions:

- No subordinate positions

#### Authority:

- Can request and ensure Support Workers follow all processes in place for clients being supported

#### Internal Contacts:

- Clients and their families on a regular basis
- Support Workers on a regular basis
- Service Coordinators on a regular basis
- Service Manager when required
- Operations Manager as necessary
- Incident Manager as required

#### External Contacts:

- Families, relatives, advocates, other services, groups or individuals relevant to the needs of the people being supported as directed by the Service Coordinator

### DUTIES AND RESPONSIBILITIES

#### Tasks include but are not restricted to the following:

- All of the direct support tasks and duties of a disability support worker apply
- Model best practice in all workplace, meeting and community settings
- Overall responsibility for ensuring processes are in place, followed correctly, documentation kept up to date and archived appropriately for clients being supported (see full duties and responsibilities for House Coordinator position)

#### Safety:

- Organise time and work commitments to maximise productivity and workplace load safely
- Ensure compliance with relevant Workplace Health and Safety legislation and associated regulations
- Ensure compliance with organisational Policies and Procedures

**Communication:**

- Regularly communicate with clients and their families
- Regularly communicate with service coordinators
- Regularly communicate with support workers
- Maintain confidentiality over information about clients, their families, their advocates, the organisation, and organisation related incidents
- Display respect, empathy, understanding and patience towards clients, their families, and advocates always

**Workload Management:**

- Being able to manage and prioritise the workload to meet all requirements in a timely way that is acceptable to all recipients who need your attention
- Being able to communicate changing priorities to support workers so that they understand what is changing and why, and will adjust with you and support you
- Being able to understand how poor workload management can negatively affect the organisation's effectiveness, image, and reputation
- Being able to determine self-development needs from the challenges being encountered as a requirement of the position
- Being able to use and keep up with the use of the software, phone ware and computer ware as the organisation decides to use them
- Being able to work autonomously as directed

**PROFESSIONAL**

Adopt the philosophy of the service, work for its achievement and work towards optimal standards.

Ensure continued participation in personal self-development.

Promote a positive image of the service.

**SERVICES FOR PEOPLE NEEDING OR BEING SUPPORTED**

Promote the activities of the service to the public in a dignified manner, respectful of clients' rights and privacy of the people being supported.

**QUALIFICATIONS**

Qualifications in Human Sciences and/or Management are desirable but not essential.

## **EXPERIENCE, KNOWLEDGE, QUALITIES AND SKILLS**

The ability to exhibit a sensitive approach in the provision of personal assistance to others.

Empathy and understanding of issues related to disadvantaged and disabled people.

An understanding of the organisations concept of 'home'.

An understanding of the organisations Building Better Lives program.

An understanding of behaviour management strategies and their application in routine and emergency situations.

High level of interpersonal skills.

High level of communication skills, both written and verbal.

Display proficient IT skills.

Ability to organise and manage time effectively.

**[www.nwss.org.au](http://www.nwss.org.au)**

## Full tasks and responsibilities for House Coordinator position:

- All of the direct support tasks and duties of a Disability Support Worker apply
- Use non-contact time to ensure tasks and responsibilities are met with minimal impact to direct client support, activities and house tasks
- Model behaviours which reflect the organisations belief in the concept of 'home'
- Model an appropriate attitude to work, clients, families and co-workers
- Model all practices as presented in training
- Liaise with clients and families when required in a respectful manner
- Read shift reports for reminders and actions that fall into the House Coordinator position description
- Read house emails for reminders and actions that fall into the House Coordinator position description
- Ensure all processes are in place, followed correctly, up to date, regularly reviewed and archived, for clients being supported. Some examples below:
  - Life Enrichment Journals
  - Social Calendars
  - Travel Guides
  - Health Care Plans
  - PRN Medication Protocols/Guides
  - Support Plans
  - Personal Profiles
  - NDIS Plans
  - Behaviour Support Plans
  - Allied Health Professional Reports and Plans
  - GP/Specialist Orders/Reports
  - Medication Administration
  - Vaccinations
  - Finance Management
  - Menu Plans
  - Daily Journals
  - Travel/Kms Logs
  - Monthly Audits
  - Food and Fluid Forms
  - Shift Reports
  - Appointment Reports
  - Progress Reports
  - Other Forms and Reports as necessary
- Highlight out of date documents to the Service Coordinator
- Review and report on Client Social Calendars each month. Ensure they are up to date and have a good spread of activities, hobbies, recreational pursuits, events, shows and in-home activities for clients being supported. Continually seek other opportunities
- Answer requests from management team members via email, text or phone in a timely manner
- Attend and contribute to client focused Lifestyle Support team meetings
- Attend other meetings as requested by the Service Coordinator or Service Manager

- Ensure new staff are orientated into the individual processes for each client as directed by the Service Coordinator
- Ensure client Daily Journals are completed and entries highlight events on Social Calendars as well as in-home activities
- Ensure that there is a continuity of supports when clients are attending appointments. This may require the attendance of the House Coordinator at medical, NDIS planning, support coordination, behaviour support, allied health and plan review meetings as directed by the Service Coordinator
- Ensure that all Work, Health and Safety risks are reported to the General Manager in writing as soon as they are identified or by phone if of a high risk nature
- Keep up with website content and changes
- Discuss an apology for meetings with the Service Coordinator as soon as possible before the meeting
- Continually check venues and organisations for events, shows and activities that clients might like to attend

SIGNATURES

**Signed for and on behalf of the Organisation:**

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Position: \_\_\_\_\_ Date: \_\_\_\_\_

**The Employee:**

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_  
Position: \_\_\_\_\_ Date: \_\_\_\_\_