



# Good Shepherd

Australia New Zealand

## Position description

<b>Title</b>	Regional Operations Coordinator, VIC, WA, NZ
<b>Reports to</b>	National Manager, Comprehensive Ageing Support Services
<b>Direct Reports</b>	Five
<b>Collective Agreement</b>	Good Shepherd Australia New Zealand Collective Agreement 2016
<b>Classification &amp; Salary</b>	Level 7, \$95,124.64 per annum (pro rata) + super, salary packaging available
<b>Employment Status</b>	Ongoing, Part-time 0.8 EFT
<b>Primary Location</b>	Victoria
<b>Date</b>	February 2020

### Good Shepherd Australia New Zealand (GSANZ)

Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

### Role Purpose

In consultation, with the National Manager, Comprehensive Ageing Support Services, Good Shepherd, this position is primarily responsible for coordination of services and staff to actively promote the health and wellness of Good Shepherd Sisters and Women in Victoria, Western Australia and New Zealand.

Due to the nature of the team (small, diverse and dispersed), the role additionally and flexibly requires the provision of direct holistic support and advocacy, including support to those with dementia in VIC, WA and NZ in collaboration with the staff in these states.

It integrates this direct support with coordinating and managing partnerships with external services to achieve optimal autonomy and wellbeing for all Good Shepherd Sisters and Women in VIC, WA and NZ.

The position also involves liaising with the Good Shepherd Property Department and CASS team members in VIC, WA and NZ to ensure the physical maintenance and management of Good Shepherd properties in which the Sisters reside and spend time.

### Key Responsibilities

#### **Strategy**

- Adhere to Good Shepherd financial guidelines and financial management
- Deliver CASS activities within agreed budgets
- Contribute to risk management
- Deliver service in line with the CASS operational plan and Good Shepherd's strategic plan

## **People**

- Demonstrate commitment to own learning and development
- Work collaboratively with the CASS team and support colleagues
- Participate actively in regular supervision
- Participate in staff development opportunities, as planned and required
- Take responsibility for own wellbeing

## **GS Sisters and Women**

- Using evidence and industry best practice, collaborate, coordinate and facilitate a range of strategies to promote a healthy ageing approach, wellness and enablement.
- Monitor and observe health and wellbeing of the Sisters and the Women
- Identify any factors that may impact health and well-being and develop early, responsive strategies in collaboration with the CASS team and other professionals as appropriate
- Maximise opportunities for the Sisters and Women to be involved in informed decision making about their care
- Deliver creative and flexible services in accordance with their choices, preferences and needs
- Facilitate a range of strategies so the Sisters and the Women can live in the place of their choosing for as long as possible
- Be responsive to customs, beliefs background and spirituality.
- Navigate and coordinate external aged and community services in collaboration with the person and the CASS team as required. These services should;
  - Compliment CASS direct service
  - Promote optimal outcomes for healthy ageing
  - Reduce risks commonly associated with ageing
- Advocate on the Women's and Sisters behalf to external services if appropriate and with permission.
- Assist GS Women and Sisters with making medical appointments and, arranging transport as required
- Encourage and enable participation in community and mission activities (where relevant)
- Report and record any concerns or changes including any incidents or injuries immediately to your Manager
- Coordinate and/or support Women and Sisters to complete advance care directives and other documents as required.
- Coordinate changes in living environments and equipment to promote autonomy, independence and safety.
- Manage and coordinate hospital visits including providing emotional support.

## **Service Delivery and Operations**

- Coordinate care and services for all health and wellbeing-related activities as described
- Ensure all CASS services are delivered within organisational and industry guidelines and evidence based best practice
- Coordinate and/or contribute to milestone events including jubilees, birthdays and other significant occasions.
- Maintain case notes and other documentation
- Respond to medical emergencies
- Maintain petty cash and manage other expenditure consistent with the policies of GSANZ.

### **Portfolio Responsibilities**

In collaboration with the National Manager, and the Regional Operations Coordinator, QLD, support the team to develop additional skills, knowledge and evidence based best practice in the following areas;

- Care of People with Dementia
- Palliative Care
- Enhanced recreation for Sisters and Women living in the Community and in Residential Aged Care
- OH&S including First Aid
- Advance Care Planning

Work with others to develop policies, processes, procedures and other guidelines designed to support the work of the CASS team

### **Stakeholders**

- Develop and maintain constructive, collaborative relationships with the Sisters of the Good Shepherd and other GSAZ teams and departments
- Liaise with internal and external stakeholders regarding the needs and requirements of the Sisters and the Women individually and collectively
- Manage and maintain effective relationships with all internal and external stakeholders

### **Compliance**

- Demonstrate behaviour consistent with GSAZ mission, values, behaviors and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times
- Address behavior inconsistent with required compliance standards in a timely and appropriate manner
- Use Personal Protective Equipment as required
- Ensure practice complies with legislation

### **Leadership Capabilities**

- Interface management – Manage relationships between team members and from the team itself to other teams or key stakeholders
- Managing a Remote Team - Understand and respond effectively to the challenges of managing a remote team utilizing a range of mediums to optimize individual and team support.
- Active Listening- concentrate on, understand and appropriately respond, to direct reports and others as appropriate
- Communication – effectively adapt communication modes and styles to different audiences and mediums
- Team Relationships – Recognise, value and optimise the individual skills and abilities of each team member
- Problem Solving and counselling – Work with others effectively to solve problems and develop capability
- Team development – Develop strategies to address gaps in skills and knowledge, optimise team function and promote growth and development of individuals
- Delegation – Develop team members to competently manage delegated tasks and take well judged initiatives
- Objective setting – Ensure individual goals are consistent with GSAZ strategic and operational plans
- Quality Standards – Maintain quality standards, processes and continuous improvement across the team
- Work allocation – Allocate tasks and accountability to balance and optimise team outcomes

## Qualifications, Experience and Mandatory Requirements

- Relevant Qualifications; Community Services, Ageing/Aged Care, community nursing, Allied Health
- Minimum of 5 + years previous experience in aged/community care setting
- Demonstrated ability to navigate aged care systems across the aged services and NDIS spectrum including Australian and NZ Commonwealth programs, VIC and WA State based services and FFS programs in all regions.
- Current First Aid Certificate or willingness and capacity to complete immediately
- Demonstrate a person centric approach
- High level ability to coordinate internal and external services
- Ability to develop and foster partnerships with external organisations and individuals.
- Demonstrate a commitment to social justice and alignment with the values and mission of Good Shepherd
- Participate in meetings as required
- Ability to identify, report and record risk to individuals and/or Good Shepherd
- High level written and verbal communication and interpersonal skills
- To be “on call”, as per roster
- Capacity to travel to Western Australia and New Zealand, generally planned but sometimes at short notice.
- Attain and maintain professional registration (if applicable)
- Keep up to date with industry requirements, changes to practice and evidence in relation to healthy ageing approaches.
- Maintain effective documentation, reporting and undertake a range of other administrative duties
- Strong focus on team collaboration and support for others in the team.
- Satisfactory police check
- Satisfactory Working with Children Check (WWCC)
- A current Drivers Licence

**Values & Behaviours** - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

## Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

**Work Health and Safety (WH&S):** All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.