**POSITION DESCRIPTION**

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| --- | --- |
| POSITION TITLE  | **Integrated Services Coordinator** |
| AREA | Darwin  |
| REPORTS TO | Deputy CEO |
| DIRECT REPORTS | **Seven (7)**  |

## Purpose of Role

To ensure that client services are delivered in line with CAAPS CORE values, strategic direction, best practice standards, legislative requirements and within a culturally safe and ethical environment.

## Key Performance Indicators

* Oversight of Deputy rostering system to ensure that all programs are adequately staffed.
* Provide clinical guidance and workplace supervision for staff in line with CAAPS clinical governance and supervision Policies.
* Ensure that programs and services within the Integrated Services portfolio are delivered to a high standard and reflect evidence based practice.
* Ensure that relationships with stakeholders are positive and beneficial to CAAPS and the communities we serve.
* That CAAPS Strategic Plan, Values, Mission, Vision and Principles are evident in the work that we do.

## Collaboration and Communication

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| --- | --- |
| Internal: | External: |
| * CAAPS Management
* CAAPS Administrative Team
* CAAPS clients/participants
 | * Client service organisations
* Community members
* Funding providers
 |

**Records Management Responsibilities**

* Ensure reports are completed in a timely manner and tasks are actioned within CAAPS policy and procedural guidelines.
* Oversee maintenance of Deputy rostering system.
* Oversee client data management for delegated programs/activities
* Ensure maintenance of Logicq QMS system and reports as they relate to this position

**Position Specific Responsibilities**

**Planning for Growth**

* Ensure delegated programs are operating in accordance with funding agreements and other legal/legislative frameworks
* Promote CAAPS and provide appropriate representation of the service and maintain appropriate relationships with Government and non-Government agencies and the community

**Leadership**

* Encourage a positive, caring environment and promote unity within the service at all times.
* Facilitate the resolution of staff grievances, client and stakeholder complaints adhering to the appropriate procedure.
* Actively contribute to the Senior Management team and work productively and positively as a role model for your team.
* Support and encourage staff to undertake research, write and present papers on their work.

**Performance and Qualitative Reporting**

* Oversee the operation of staff rostering including coordination of relief staff pool
* Oversee the operation of the Logiqc quality management system data base and actively seek opportunities for enhancement of CAAPS data management systems
* Review service delivery policy and procedures
* Participate in annual performance reviews with the D/CEO

**Clinical Governance**

* In consultation with the Executive Management team, oversee the implementation of CAAPS programs to ensure they have a sound evidence base.
* Participate on a rotational basis in CAAPS afterhours on-call team.
* Support the development of best practice standards through implementation of CAAPS Clinical Governance policy.
* Avoid any practice of discrimination against any individual on any grounds.
* All critical external communications that may impact CAAPS services are in line with CAAPS media and communications policy, approved by the CEO and/ or the Cultural Safety Committee.
* Manage stakeholder feedback mechanisms and act to resolve complaints and issues as they arise.

**Safety & Wellbeing Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Accountable Position** | **WHS Accountabilities** **(According To WHS Act 2011)** | **Action Demonstrating Accountability** |
| **WORKERS (EMPLOYEES, VOLUNTEERS, CONTRACTORS, STUDENTS)** | While at work, all workers must: * Take reasonable care for their own health and safety
* Take reasonable care that their acts or omissions do not adversely affect the health and safety of other people
* Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by CAAPS to allow the organisation to comply with this Act
* Co-operate with any reasonable policy or procedure of CAAPS relating to health or safety at the workplace that has been notified to workers
 | All workers must: * Follow CAAPS WHS policy and programs to safeguard the health and safety of people at work and to understand your personal responsibilities for WHS
* Attend safety-related training including induction, emergency preparedness
* Comply with WHS instructions from your supervisor/manager, training information, safe work procedures and wardens during an emergency evacuation preparedness and program specific training (e.g. visiting clients in community)
* If performing new or unfamiliar work, you must seek information, instruction or training and supervision from your supervisor where necessary so that you perform your duties safely without risking the health, safety and wellbeing of yourself or others
* Use equipment that has been provided for your health, safety and wellbeing
* Report all hazards, incidents and injuries or WHS concerns to your supervisor/manager
* Participate in discussions/consultation about workplace or job task/practice changes that could affect WHS risks
* Wear clothing, footwear and personal protective equipment (PPE) appropriate for the work being done
* Do not put other people at risk of their health, safety and wellbeing by your action or inaction
 |

**Key Selection Criteria**

**Essential Criteria**

* Relevant tertiary qualification e.g. business and/or social sciences related.
* Experience in successfully managing and motivating multi-disciplinary teams with a period of at least 2 years within a not for profit organisation.
* A proven record of delivering successful operational results in the face of significant environmental challenges.
* A demonstrated passion for social change and creating an organisation of influence for the most disadvantaged in particular Aboriginal and Torres Strait Islander peoples.
* Substantial experience in developing, leading and delivering evidence based programs within a diverse organisation.
* Capacity to execute strategic/business plans and deliver on KPIs to a high standard.
* Proven capacity to redevelop existing business models to ensure viability and sustainability.
* Demonstrated ability to operate and meet requirements of legislated regulatory frameworks.
* Exceptional stakeholder management and interpersonal skills with a proven ability to represent and negotiate at senior management level.
* Extensive experience in the timely preparation and presentation of reports and submissions at management level.

**Desirable Criteria**

* Post graduate qualification in a relevant field of study
* Experience in a leadership role within a relevant human services industry

I hereby acknowledge that I have read and understood my responsibilities outlined in this position description.

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Version 1

Date created : April 2020

Reviewed : April 2021

Approved by: **Jill Smith CEO**