

Seniors Programs Coordinator *Lifestyle & Culture*

About us:

Holdsworth Community Centre is a not-for-profit organisation based in Woollahra in Sydney's eastern suburbs. From the centre and other locations in the area we provide a range of recreational, respite and support programs and activities which promote the well-being of residents of the five Eastern Sydney local government areas (Woollahra, Botany, Randwick, City of Sydney and Waverley) especially those disadvantaged by age, disability, income or social isolation, families with young children and for those who are carers for others.

Our Services for older people are firmly based on the belief that age should be no impediment to enjoying life and community participation. We offer a range of services to older people from the active to the physically dependent and those living with memory loss. These can be centre based activities, essential services to aid daily living or social supports to help get the most out of life.

POSITION DETAILS

- Position Title:** Seniors Programs Coordinator (Lifestyle & Culture)
- Position Aim:** To lead, support and develop Seniors Community through healthy lifestyle & cultural programs
- Business Unit:** Senior Services Unit
- Reporting To:** Seniors Community Manager
- Direct Reports:** Program Officer, team leaders and field staff and volunteers who work on Programs.
- Key Relationships:** Centre Board of Directors, Centre Management, Senior Services Teams, centre staff, volunteers and community, carers and clients in South East Sydney and Government Departments, other community organisations and agencies and cultural/artistic facilities and organisations.
- Award Placement:** Social and Community, Home Care & Disability Services Award 2010, Grade 5 Year (1-4)
- Position Based:** Holdsworth Street Community Centre
64 Holdsworth Street Woollahra NSW 2025
- Position Status:** Permanent Full Time
- Hours:** 35 hours per week - (Monday to Friday) Some evening and weekend work may be required on time-in-lieu basis.
- Objectives:**
- Position has two core functions. One is to manage the day-to-day operations of the Seniors Programs, including supervision and support of office staff, field staff and volunteers, program budget management, client assessments and reviews. The other is to develop additional cultural and health & lifestyle programs within the seniors' community.
 - To empower and facilitate connections within the seniors and wider community and to network with other services in the Eastern Suburbs including Arts and Music organisations.
 - To ensure best practice service provision to target group
 - To support Senior Community Manager to secure sustainable resources
 - To assess, review and monitor the needs of people referred to Holdsworth.
 - To ensure the participants receive the most appropriate services and that their situations continue to warrant the use of those services.
 - To coordinate the assessment, development, implementation and evaluation of community lifestyle & cultural programs and training needs
- Special Requirements:**
- All employees of the Centre must undergo a Police and Working with Children background check
- All employees of the Centre are required to take up to 2 weeks leave during Centre closure - late December to early January

Signed by Employee:

Date:

Review Date:

Signed by CEO:

Date:

Position Responsibilities	
Manage Service Quality	<ul style="list-style-type: none"> • Ensure Programs meets HACC and relevant industry standards • Annual customer satisfaction survey implemented with recommendations for continuous quality improvement reported • Participate fully in all aspects of Integrated Service Monitoring Processes
Staff Management	<ul style="list-style-type: none"> • Provide direction, support and supervision to staff and volunteers employed in the program and its activities • Complete an annual performance appraisal interview with each staff member of the program, as required • Refer issues relating to disputes, grievances or poor performance to the Manager • Annually assess and prioritise program staff training needs as required • Replace when necessary, absent staff, to maintain the standard of the service and ensure that activities run smoothly and without interruption
Planning and Implementation & Service Development	<ul style="list-style-type: none"> • Establish and develop healthy lifestyle and cultural programs through design and delivery of cultural, social and recreational activities and new initiatives with a wellness & person centered care approach • Lead the design and provision of services for the community that support and enrich cultural life, social and neighbourhood connections and healthy lifestyle by: <ul style="list-style-type: none"> - Building the community's capacity to engage, connect and participate in social, cultural and active pursuits - Strengthening social inclusion within our diverse community. • Establish intergenerational programs • Plan the future direction of the Seniors Program within the context of the Centre's forward planning strategies, local, state & national guidelines & priorities • Examine and evaluate the level and standard of existing services and resources available for seniors and identify gaps in service delivery • Participate in Centre, Council(s) & HACC planning processes and relevant regional planning days • Establish and maintain contact with peak aged services organisations and Art/Cultural institutions as well • Work within budgetary constraints, expanding existing services, or plan, design and establish new services and activities to meet identified needs • Formulate appropriate policies and guidelines for the programs in consultation with the Manager • Develop in collaboration with staff, sub-committee, team and clients a yearly Program Plan that is aligned to the Centre's Strategic Plan
Financial Responsibilities	<ul style="list-style-type: none"> • Prepare submissions, in consultation with the Manager, for the continuing funding of programs • Comply with financial reporting requirements of the program's funding bodies • Monitor all income and expenditure and client incoming fees • Budgeting on programs accordingly • Consult with the Manager, to set and review the fee structure for each of the activities
Administration responsibilities	<ul style="list-style-type: none"> • Follow Centre administrative protocols • Complete, sign and submit a timesheet by end of each pay period • Report any issues to Manager and submit appropriate documentation within designated timeframe
Orientation and Training	<ul style="list-style-type: none"> • Attend staff meetings and others as required • Chair weekly Seniors staff meetings and prepare minutes • Participation in training and professional development as required

<p>Assessment</p>	<ul style="list-style-type: none"> • Establish Person Centred Care and Wellness model of care by development of individual care plans for each participant attending service • When necessary complete initial assessments for all Seniors Programs participants in conjunction with Assessment and Care Planning officer • Where appropriate, make referrals to alternative services providers • Ensure that individual care plans are current and contain relevant health and emergency contact information <ul style="list-style-type: none"> ▪ Attend where appropriate, all case management meetings ▪ Maintain robust entry and exit criteria to ensure services are delivered to the identified & relevant target groups
<p>Training</p>	<ul style="list-style-type: none"> • Develop and facilitate appropriate teaching/training to all staff & volunteer regarding design and facilitation of leisure and recreational activities on programs • Undertake the development and implementation of a training needs assessment of all staff within Seniors programs in consultation with Manager • Provide training and support for staff in assessment protocols and procedures for better service entry and program delivery • Provide and deliver general Holdsworth training to all staff and volunteers responsible for
<p>General</p>	<ul style="list-style-type: none"> • At all times abide by the Centre's policies and procedures and the Code of Conduct • Observe and comply with WHS standards, requirements and legislation • Participate and assist in Centre and program special events • Attend Centre's Annual General meeting • Promote Centre membership in all activities • Other duties related to position as negotiated with the management of the organisation through direct supervisor

Key Performance Measures

The success of this role will be measured by:

- Targets achieved in annual Seniors Program Plan
- Quality of relationships with staff and key stakeholders
- Effective systems implemented for assessment, review and care planning include robust entry and exit criteria
- Effectiveness of coordination and overseeing the programs responsible for
- Training needs assessment undertaken
- Training programs planned, implemented and evaluated
- Assessment policies and procedures developed and implemented
- Evidence of effective consultation, planning and delivery of healthy lifestyle and cultural programs
- Evidence of effective management of team members and volunteers
- Accuracy, relevance and timeliness of recording and reporting of data
- High satisfaction with service – as reported by clients and stakeholders
- Tasks delivered to a high standard and within agreed timeframes
- Follows direction from the Seniors Community Manager
- Evidence of participation in Centre, staff meetings and training sessions
- Demonstrated commitment to the Centre vision, mission and values
- Punctual and reliable

To be successful in this role, the ideal candidate must be able to demonstrate that they have the following experience, skills and attributes. Please address these and attach with your resume and cover letter.

Essential:

- You would most likely have a degree in education, social work or other community, health or arts administration discipline
- Minimum 1 year's experience coordinating services and projects
- Experience working with older people and/or people with disabilities
- Staff and volunteer leadership, team building, interpersonal and communication skills
- Demonstrate strong experience in new and existing service development (Specifying development of a project or service you have been responsible for detailing your role and outcome)
- Experience in working in a changing environment and flexibility around coping with change
- Strong computer literacy including knowledge of Microsoft applications and In design or/Publisher
- Demonstrated knowledge and application of WHS, EEO and anti discrimination legislative requirements
- Current drivers license

Desirable:

- Experience in working in a community based setting and/or not-for profit sector
- Experience in creating and running collaborative projects with other organisations and Arts and Cultural institutions.
- Experience in event planning and/or interest in culture and the arts
- Experience in writing and reporting on funding and performance submissions
- Cert IV Workplace Training and Assessment
- Experience working with Culturally and Linguistically Diverse populations
- Senior First Aid Certificate