

AUSTRALIAN – POLISH COMMUNITY SERVICES INC

POSITION TITLE:	PAG COORDINATOR
OBJECTIVE:	The main focus of the position is to coordinate the Planned Activity Groups according to the guidelines of the funding body.
REPORTS TO:	Programs Manager
CLASSIFICATION:	This position is classified under the Social & Community Services – Victoria – 2000 Award. The level of final salary is based on qualifications and relevant experience.
HOURS:	23 hours/per week (PART TIME)
LOCATION:	Australian – Polish Community Services Inc, 77 Droop Street, Footscray VIC 3011

ORGANISATIONAL CONTEXT

Australian-Polish Community Services Inc. (APCS) has been providing welfare services to the Polish community since the early 1980s. As a non-profit and charitable organization, the agency is governed by a Board of Directors.

The agency itself is situated in Footscray. The organisation's team comprises of program managers, care workers, administrative staff and volunteers. There are also two outreach centers (Geelong & Rowville) that the agency serves on continuous basis.

The current services provided to the Polish elderly include the following:

- Home based support services for the frail elderly (Community Aged Care Packages – Northern, Eastern and Western regions and the City of Greater Geelong).
- PolCare Aged Care Brokerage Service (an agency self-funding initiative – Melbourne wide)
- Home based Social Support Program – Volunteer Coordination (Western region)
- Visitation program for residents of nursing homes and hostels (Community Visitors Scheme – state-wide).
- Planned Activity Groups in Sunshine, Carrum Downs and Geelong.
- Carer retreats
- English Language & Computer Classes in Footscray and Rowville
- Emergency Relief
- Service System Resourcing
- Polish Older Persons Outreach Program
- Supported Access Program
- Community Partners Program
- +-Approximately 15 short-term projects and initiatives
- Ongoing documentation of community needs and service development

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PLANNED ACTIVITY GROUP PROGRAM – OBJECTIVE

Coordinate the Planned Activity Groups (PAG), which enhance and support the well being of frail older people, adults with permanent disabilities (intellectual, psychiatric, physical, and sensory) and their carers; which recognize their social, psychological and physical needs; and which respect their rights to independence and self determination.

ROLES & RESPONSIBILITIES

- ✓ **Coordinate PAG Program in the community**
 - Supervise PAG workers, assistants and volunteers in the program;
 - Make suitable arrangements to the program as necessary;
 - Arrange staffing levels according to client numbers;
 - Participate in the day-to-day running of the program.

- ✓ **Ensure that the needs of participants and their carers are met**
 - Make ongoing assessments, plan and evaluate on a regular basis for individuals and PAG groups;
 - Ensure that appropriate referrals to other professionals and services are made as soon as possible;
 - Ensure that local and individual case management meetings are attended and the service actively contributes to individual case management plans;
 - Ensure that home visits and home assessments are made as appropriate.

- ✓ **Responsible for the day to day administration of the PAG programs**
 - Maintain client records;
 - Collect statistics for internal and departmental requirements;
 - Maintain and secure, equipment and acquisition of resources;
 - Collect client fees and balance books on regular basis;
 - Organize program meals and client transport;
 - Upkeep and act upon the PAG communication book.

- ✓ **Ensure that a quality service is maintained**
 - Ensure that the program adheres to the HACCC guidelines for PAG,
 - Ensure that the program's clients are selected from specified target groups;
 - Ensure that adequate PAG review and evaluation days are conducted for staff and volunteers;
 - Ensure agreed client contact numbers are met, including program starting and finishing times;
 - Ensure that appropriate opportunities arise for staff and volunteers to attend training and professional development days;
 - Participate in networks concerned with industrial, training and service issues;
 - Review and update staff and volunteers job descriptions, and appraise performance;
 - Maintain client confidentiality;
 - Supervise students on placement;

- ✓ **Ensure that suitable environments are arranged and maintained for PAG programs**
 - Ensure that all work is undertaken in a safe manner and is not detrimental to the health and safety of fellow employees, volunteers or clients;
 - Ensure that appropriate staff/client ratios are maintained;
 - Arrange suitable transport according to the needs of individual clients;

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ROLES & RESPONSIBILITIES CONTINUED

- ✓ **Maintain a multi-disciplinary and inter-disciplinary approach**
 - Attend case management meetings;
 - Liaise with APCS and community health and welfare professionals where appropriate;
 - Facilitate client/family meetings where appropriate;
 - Attend regional PAG Network meetings.
- ✓ **Act as an advocate for people who have a disability or who are older, or their carers (where appropriate)**
 - Participate in local aged care networks;
 - Liaise with local advocacy agencies and groups.
- ✓ **Reports, budgets and policy development**
 - Prepare reports as requested, including monthly reports;
 - Provide input into the development of budgets for the program;
 - Write submissions and programs proposals according to the changing needs of the program and clients;
 - Advise the Chief Executive Officer on issues relating to PAG;
 - Develop appropriate policies for the program.
- ✓ **Occupational Health & Safety**
 - Ensure appropriate information, instruction, training and supervision to enable employees to do their work in a safe manner.
 - Take action within their control to rectify unsafe situations.
 - Encourage and support RTW programs for employees under their supervision.
- ✓ **Cooperative functions as a component of the APCS**
 - Participate in conferences and staff meetings;
 - Assist other workers with their duties, even if this extends across disciplines;
 - Undertake other duties as delegated by the Chief Executive Officer.

EXTENT OF AUTHORITY:

- ✓ Responsible for PAG staff, volunteers and clients;
- ✓ Responsible for decisions making within the program;
- ✓ Authority to delegate duties to staff, direct staff and volunteers;
- ✓ Authority to approve expenditure for catering services, client transport and day-to-day consumables.

SPECIALIST KNOWLEDGE AND SKILLS

- ✓ Well developed understanding of the ageing process, including an understanding of the process and effects of dementias, chronic physical and sensory impairments, incontinence, psychiatric and intellectual disabilities;
- ✓ Well developed understanding of acute (age related) medical conditions and emergency conditions and their management;
- ✓ Well developed understanding of psychological and emotional aspects related to an individual's lifestyle;
- ✓ Knowledge and experience in the management of clients in group programs;
- ✓ Skills in program and policy development and management;
- ✓ Understanding of HACC program, including knowledge of de-institutionalization and integration processes.

Updated October 2008

Alexis Hughes Programs Manager

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MANAGEMENT SKILLS

- ✓ Ability to supervise staff and direct staff and volunteers;
- ✓ Ability to manage time, set priorities and plan, organize and direct the program efficiently;
- ✓ Ability to plan and implement staff and volunteer training programs;
- ✓ Ability to support and encourage staff and volunteers in identifying and utilizing their personal skills in running the program;
- ✓ Ability to work cooperatively with all relevant workers or services, including all members of APCS staff, other HACC workers in the region, and other community agencies;
- ✓ Ability to achieve a balance between administration and hands on participation in the program.

INTERPERSONAL SKILLS

- ✓ Good communication skills, in Polish and in English, and also good listening skills
- ✓ Effective referral skills, ensuring that clients have access to the full range support services they may need
- ✓ Effective negotiating skills, enabling effective service coordination for clients, volunteers and staff
- ✓ Flexible and creative approach, ensuring innovative and adaptive service model.

QUALIFICATIONS AND EXPERIENCE

- ✓ Essential:
 - Qualifications in Health, Welfare or associated discipline;
 - Experience in working with elderly in community settings and running groups;
 - Experience in management of staff and volunteers;
 - Good understanding of the aims of the HACC Program, and the place of PAG within that context;
 - Experience in program planning and implementation;
 - Excellent communication and organizational skills;
 - Computer literacy;
 - Current Victorian Driver's Licence.

MANAGEMENT & ACCOUNTABILITY

This position is accountable to the Chief Executive Officer on a day-to-day basis and final accountability and responsibility will be through the Committee of Management of APCS. The Committee of Management has a right to review position descriptions from time to time.

PROFESSIONAL DEVELOPMENT

The Australian-Polish Community Services Inc is committed to provide adequate and relevant training to their staff. Employees are encouraged to participate in regular scheduled reviews that audit their working performance and relevant learning needs.

CONDITIONS OF EMPLOYMENT

It is a policy of the agency that all employees sign an annual employment agreement, which is subsequently extended indefinitely. Continuous employment with the agency is conditional to the receipt of ongoing funding for the program. All employees are subject to satisfactory completion of a three-month probation period. The successful applicant will also be required to undergo police check clearance.

