

Grow your career in Aged Care and Volunteer Services

Program Coordinator

Join our Volunteer Team in supporting an army of passionate volunteers to reduce social isolation experienced by older people in our community.

- 4 to 5 days a week with flexible work options
- Based at Penshurst and Mortdale
- Support clients across South Eastern Sydney

About 3Bridges Community

We are a leading independent not for profit community organization. We embrace innovative service approaches and have over 40 years' combined experience in providing services to local people. We offer a large variety of services to support people of all ages and from all backgrounds. We pride ourselves in supporting our community members through a wide variety of services that connects them with other people, helps them to stay healthy in body and mind and provides assistance when it is needed.

About the Role

We are looking for an experienced program coordinator to lead the Community Visitor Scheme. You will be empowered to recruit and select your new team and manage the introduction of this new program within our organisation. To be successful you will need to demonstrate:

- Experience in coordinating a volunteer program and managing all aspects of volunteer involvement.
- Strong interpersonal, verbal and written communication skills.
- Experience and skills working with older people.
- Exceptional organisational and record keeping skills.
- Experience in training and supporting volunteers.
- Team leadership experience.
- A commitment to and passion to reducing social isolation in older people.

Benefits

- Attractive salary with salary sacrifice options.
- Flexible work options.
- Career development and training.
- Excellent employment conditions.

The successful candidate must undergo a National Police Clearance prior to commencement and provide a valid working with children clearance. As an EEO employer we welcome applications from people of NESB and ATSI backgrounds.

To obtain an information pack visit <http://3bridges.org.au/about-us/people/careers/>

For further details please contact **Caroline Tumeth** on 1300 327 434. Please forward applications to amalia.betihavas@3bridges.org.au.

Applications close: 25 November 2018



About the Community Visitor Scheme

The Community Visitors Scheme (CVS) is a national program funded by the Australian Government, Department of Social Services. The scheme aims to enrich the quality of residents of aged care homes who are isolated and lonely, and would benefit from a friendly visitor. The CVS matches volunteers with residents living in a variety of Aged Care facilities in an individual or group setting, or older persons living in their own home.

The purpose of the CVS is to alleviate social isolation that may be experienced by older people who are frail or disabled and socially isolated, or at risk of social isolation. Their wellbeing and quality of life would be enhanced by receiving visits that offer friendship and companionship.

Quality outcomes

The CVS aims to ensure that recipients' lives are enhanced by the visits they receive or the contact they have with CVS volunteers. The anticipated quality of life improvements for the aged care recipients participating in the CVS include:

- increased self-esteem or general feeling of well-being;
- diminished feelings of depression and anxiety;
- increased sense of purpose;
- feeling cared for and/or connected to the community;
- reduced feelings of loneliness and isolation;
- a sense of connectedness to a care recipient's individual culture;
- a sense of achievement through participation in a one on one relationship;
- a sense of connectedness to other care recipients in the residential aged care home and increased dynamics between the group of care recipients visited; and
- maintenance or increase in independence.

Client target groups

The target group of the CVS are recipients of Australian Government subsidised residential aged care services or Home Care Packages:

- who do not have regular and reasonably frequent positive and engaged contact with friends or relatives;
- who feel very isolated and lonely and would benefit from a volunteer's friendship/companionship;
- whose frailty or mobility or communication impairments prevent them from participating in social or leisure opportunities; and
- who are socially isolated or at risk of being socially isolated, including if they belong to a special needs group under the Aged Care Act 1997.



Synergy of the CVS with the work of 3Bridges Community

We are a leader in the provision of volunteer services to community organisations in South Eastern Sydney. Around 330 active volunteers support our services to increase our impact in the community. Re Framing Ageing by reducing social isolation of older people is a strategic goal of 3Bridges Community Limited.

Our volunteering program is aligned to the National Standards for Volunteer Involvement 2015 and our organisation values excellence (ISO 9001:2015 certified).



Community Visitors Scheme

"People experiencing social isolation and loneliness are more likely to have poorer mental and physical health, and are at greater risk of dementia and mortality." – The Health Advocate, Oct 2017

Ageing Well
 Help us to help others to age well by targeting loneliness and social isolation.

Join our team of volunteers and be part of the Community Visitors Scheme which includes one-on-one visits to eligible older people to reduce social isolation.

The **Community Visitors Scheme** is funded by the Australian Government through the Department of Health.




JOB DESCRIPTION:

Program Coordinator, Community Visitor Scheme (CVS)

POSITION DETAILS

Responsible to:	Director, Community Capacity
Responsible for:	Effectively and efficiently coordinating the Community Visitors Scheme Program in accordance with the business plan, government guidelines, national standards and organisational policies and procedures. Volunteer coordination including recruitment, training, recognition and ongoing support. Team leadership, coordination and performance management.
Objective:	Improve the quality of life of eligible isolated and lonely older people by linking them with regular volunteer visitors.
Direct reports:	<ul style="list-style-type: none"> • Volunteer Officer (0.8 EFT) • Volunteer Support Officer (0.6 EFT) • Community Visitors Volunteers
Indirect reports:	Volunteer Link Coordinator – referrals Volunteer Coordinator - systems
Location:	St George area (Mortdale – Penshurst)
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Level:	Level 6.1
Hours per week:	30.4 to 38 hours per week (4 to 5 days)

PURPOSE OF POSITION

The role of the CVS coordinator is to recruit, organise and support volunteers to visit isolated residents in aged care facilities and in a person's home in accordance with the guidelines set out by the Australian Government Department of Social Services for the Community Visitors Scheme. This also involves liaison with staff (usually diversional therapists) of aged care facilities to identify isolated residents and introduce them to volunteers.



The Program Coordinator is responsible for:

- Recruitment of volunteer visitors
- Induction and training of volunteer visitors
- Promotion of the CVS to aged care service providers and the broader community
- Matching of the visitor with a consumer: this may involve meeting and assessing the consumer's suitability for the CVS, and participating in visits with the volunteer visitor to help establish the relationship
- Addressing any issues or concerns raised by the visitor or the aged care service provider regarding the relationship or the consumer's care needs
- Developing internal policies and procedures
- Keeping records of visits
- Performance reporting to the Department of Health
- Providing support to, and recognition of visitors through morning teas and other social events
- Communication and networking with other auspices, including on-referral of consumers where required.

SELECTION CRITERIA

Mandatory qualifications

- Current drivers' license and access to a comprehensively insured motor vehicle.
- Valid working with Children Check clearance.
- Criminal history clearance.

Essential experience or skills

- Experience in coordinating a volunteer program and managing all aspects of volunteer involvement
- Strong interpersonal, verbal and written communication skills.
- Experience and skills working with older people.
- Exceptional organisational and record keeping skills.
- Experience training and supporting volunteers.
- Team leadership experience.
- A commitment to and passion to reducing social isolation in older people.

Desirable criteria

- Certificate IV in workplace and assessment training
- Certificate IV or higher in any Aged Care, Community Services or Volunteer Program Coordination (or relevant experience).

PERSONAL ATTRIBUTES

- Promotes team work and collaboration
- Shows respect and understanding of diverse views and opinions



- Develops a wide network to facilitate activities and further knowledge and performance
- Values continuous improvement and innovation

KEY RESPONSIBILITIES

Program management

- Develop all program related documentation to ensure the efficient delivery of the CVS Program.
- Develop and set program KPIs as well as, report on progress to senior management.
- Satisfy compliance reporting requirements with the Department of Health.

Promotion and awareness

- Promotion to service providers, consumers, and the wider public of the role and availability of the program.
- Development of various marketing collateral, fact sheets and branding for the CVS program.
- Develop, launch and maintain a strong presence for the CVS on social media and the company website.

Consumer choice

- Ensure the CVS program has a strong focus on consumer empowerment, choice and control over the services being received.
- Maintain a continued emphasis on meeting the diverse needs of consumers (regardless of cultural or linguistic background, sexuality, life circumstances or location),
- Ensure CVS services are designing services around the preferences and needs of individuals

Volunteer management

- Establish volunteer recruitment and selection processes and procedures to ensure sufficient volunteers are secured to support CVS expectations.
- Oversee volunteer training and orientation processes.
- Ensure volunteers are effectively rostered / deployed to meet the needs of CVS participants.

Human Resource Management

- Oversee staff recruitment, selection in collaboration with the Director.
- Introduce, model and measure a strong staff performance management system.
- Identify and act on training needs and career development opportunities for team members.

Quality management

- Integrate all CVS program delivery into the corporate Quality Management System.
- Review and evaluate the effectiveness and efficiency of the CVS program.
- Identify opportunities for improvement (or new initiatives) and implement agreed follow up actions to ensure the program continues to meet the needs of stakeholders.
- Establish a client charter and guarantee of service, measure and report on CVS client satisfaction.

Financial management

- Manage program expenditure in line with the approved budget.



- Report on financial performance to the Director.
- Drive a culture that is keen to create the best outcomes for participant and the business.

Work health and safety

- Ensure compliance with Work Health and Safety legislation, regulations and organisational policies and procedures across all services.
- Oversee risk management framework and procedures to minimize risk to volunteers, clients and family members.

National standards

Ensure CVS operations are modelled around the following standards:

- National Standards for Volunteer Involvement 2010 (Standards 1 to 8)
- Aged Care Quality Standards (Standards 1 to 8)
- National Standards for Disability Services (Standards 1 to 6)

ORGANISATIONAL RESPONSIBILITIES

- Active and efficient member of the management team.
- Provide input to the Strategic directions for the organisation and oversee implementation of relevant components.
- Ensure that Quality Assurance and Quality Management Standards are incorporated into service delivery.
- Maintain an understanding of community/client needs and engage in planning, strategic direction setting and implementation of new directions.
- Communication and reporting to the Director and to your team.
- Develop systems to collect information required for reporting and planning, oversee implementation and prepare reports.
- Develop and oversee organisational and service promotion.
- Decision-making, reporting and other responsibilities within agreed delegations, in relation to services and programs.
- Operate within the Quality Management System, Procedures and Manual (ISO 9001:2015).

ORGANISATIONAL VALUES

The following corporate values and behaviours underpin the working environment at 3Bridges Community and assist us in delivering our vision:

Values	Behaviours
VIBRANT by being energetic and engaging.	<ul style="list-style-type: none"> • Seeking opportunities to do better. • Building inclusive relationships. • Learning and growing with our community.



Values	Behaviours
OPENNESS by being welcoming, honest and transparent.	<ul style="list-style-type: none"> • Open in sharing knowledge and information. • Open to new ideas and ways of working. • Integrity in all we do.
INNOVATION in driving new ideas, opportunities to build a better community.	<ul style="list-style-type: none"> • Advocating for the community. • Leading change. • Continually improving
COLLABORATION by embracing new ideas, teamwork and partnerships.	<ul style="list-style-type: none"> • Working as a team. • Delivering valued services for our community. • Respecting differences.
EXCELLENCE through being recognised as leaders in the community.	<ul style="list-style-type: none"> • Striving to be the best we can. • Quality is a part of everything we do. • Professional performance.

BACKGROUND CHECKS

- Working with Children Check – Yes
- Police Criminal History Check – Yes

ORGANISATIONAL STANDARDS AND EXPECTATIONS

- Behaviour and Code of Conduct – HRF09
- Privacy and Confidentiality Agreement – FRF20
- Organisational policies and procedures including Financial, Operational, Risk Management, Quality Management,
- Decision making and delegation matrix.
- Quality management System, Procedures and Manual (ISO 9001:2015).
- Aspire to and support the organisational values and vision.
- 3Bridges Community strategic plan.
- Relevant Business Plan.

RELATED DOCUMENTS

- Contract of employment
- Key performance indicators
- Department of Health Review of the Community Visitors Scheme Final Report January 2017
- CVS Policy Guide (2013–2016)

Approved: October 2018





Agreement

I, _____, have read and understand my obligations as outlined in this position description.

I agree to abide by the 3Bridges Community's Code of Conduct and Behaviour, Privacy and Confidentiality Agreement and Work Health and Safety Policies and Procedures.

Name : _____

Signature : _____

Date: _____

*A signed copy of this position description must be returned to the **Coordinator HR, WHS and QA.***



About 3Bridges Community

We are a new community organisation drawing upon 40 years experience in supporting the communities of South Eastern Sydney. We aim to increase opportunities for people to work, care and grow in our community. We exist to:

- serve as a focal point for the provision of services targeting the most disadvantaged people in the community to relieve suffering, distress, misfortune, destitution or helplessness;
- assist and support families and individuals in our community to manage the challenges in their lives through the provision of services including case management, crisis intervention, counselling, childcare and a broad range of ongoing support services;
- stimulate community development.

Our scope of operations include:

- Early intervention and prevention programs for young isolated mothers and youth aged 12 to 18 and their families.
- Before and After School and Vacation Care services for school aged children located at 4 sites within schools and a community centre.
- Training services to increase capacity in the sector and community.
- Pathways to employment and social enterprises such as our home building service which helps people stay at home through home modifications.
- Social cohesion programs aimed to reduce isolation and enhance the quality of life for young adults with a disability and volunteer options
- Positive and Healthy Ageing centres, respite care, carers support, home care for the elderly and people with a disability.

We are a not for profit organisation. Our team consists of 140 staff and almost 300 volunteers. Our organisation is supported through \$5.9m in funding from a range of local, state and commonwealth programs as well as, the generous support of our many supporters. We received total income of over \$14m per year.

Our Vision

People living in connected and enriched communities.

Our aspiration

To be an innovative leader and trusted partner working with community, business and government to deliver sustainable services that enhance community capacity.

Our purpose

To give the community VOICE by:

1. Enriching lives (community relationships & purpose).
2. Making connections (no one needs to be alone).
3. Walking alongside (life changes and transitions).

Our front line service delivery will be within this region with our community services focusing on:

- Aged and Frail
- Family and Carers
- Children and Youth



3Bridges Community is a registered charity with the Australian Charities and Not-for-Profit Commission ABN 96039601269

Our focus



Why more people would like to work with us

As an employer, we offer a wide range of flexible and "family friendly" working arrangements, aimed at creating an inclusive working environment in which all employees are able to achieve a healthy work/life balance. We also offer a competitive salary packaging program aimed at increasing the take home pay for permanent employees.

What our employees say about us

Our most recent confidential staff culture survey found:

- 84% of our employees are looking forward to continuing to work with us
- 85% believe the quality of our work is high
- 85% agree our working conditions are flexible
- 96% believe there is an open acceptance of cultural difference
- 81% like working with us

Salary packaging

General packaging

3Bridges Community utilises its fringe benefit tax exempt status to provide remuneration packaging for eligible team members (permanent or fixed term employees). The premise of Salary Packaging is simple: reduce an employee's annual tax liabilities so that their disposable income is increased. This includes up to the maximum limit allowable under current fringe benefits tax legislation (currently set at \$30,000 grossed up) may be packaged as fringe (non-cash) benefits.

Dining out expenses

In addition, staff can access a Meal Entertainment Card which allows employees to set aside money from each pay to put exclusively towards dining out. This money is transferred to your card before it's subjected to income tax, so it effectively grants you tax free dining. Best of all, this benefit is available over and above the \$16,050 Salary Packaging threshold for 3Bridges Community permanent or fixed term employees. You can use your Meal Entertainment Card to pay at any restaurant, café, hotel, take away outlet with a dine-in facility or for meals provided by a caterer (such as wedding receptions or parties) where Visa is accepted.

Venue hire



3Bridges Community employees are also able to salary package accommodation and venue hire expenses in addition to general salary packaging. Employees can salary package the cost of holiday accommodation. It can be anything from an overnight stay to **accommodation** during a three month European holiday that you can package Tax Free without affecting what you normally Salary Package.

It doesn't matter whether you stay in a caravan, cabin, motel, bed & breakfast or hotel. More details can be found at racvsalarysolutions.com.au.

Family Friendly Policies

Achieving Balance through Flexible Working Arrangements.

3Bridges Community is committed to providing fair and flexible conditions to staff, understanding that we all need to balance a range of activities and roles in our lives. We offer family friendly policies for individuals that need increased flexibility, through leave and working conditions. These provide a basis for discussion and negotiation when family situations need more flexible work arrangements such as fractional and part-time employment, rostered days office, time in lieu and more.

The following policies and procedures recognise that the provision of flexible work options is linked to enhanced organisational capabilities.

Rostered Days Off (RDO)

As part of *3Bridges Community's* flexible approach to working conditions permanent full time employees have access to rostered days off. Full-time 38 hour a week permanent workers are offered the opportunity to work an eight hour day in order to accumulate one rostered day off per four week cycle.

Time in lieu

By mutual agreement, an employee may be compensated by way of time off instead of payment of overtime (time for time) within three (3) months of it being accrued. This allows employees to attend personal commitments during traditional working hours.

Study Leave

Ongoing education of employees is valued by *3Bridges Community* to support continuous improvement of service provision and career development. Employees can access up to 5 days per annum for approved training and development programs.

Maternity & parental leave

Our maternity leave provisions allow our employees to access parental leave when a child is born or adopted. Parental leave entitlements include maternity leave, paternity and partner leave, adoption leave, special maternity leave, a safe job and no safe job leave and a right to return to old job.

Variation to traditional office hours

Variation to traditional working hours will depend on the nature of the role and service commitments. An employee may be able to vary start and finish times by negotiating flexible working hours with their Manager.

Working from home

Our Working From Home Policy and procedures provides for casual / adhoc working from home arrangements where work traditionally performed in the work place may be carried out at home.

Part time options

A large percentage of our work force are employed on part time basis. This allows employees to manage their caring or parenting obligations more effectively.

Child Care

3Bridges Community operate both before and after school care as well as, vacation care across 7 sites in the



St George and Inner West Region. Staff are able to access these services and bookings (subject to availability) can be made on a full-time or part-time basis.

Employees with disabilities and carer's responsibilities

3Bridges Community is a strong advocate for and supporter of job applicants or employees who have a disability, an illness or responsibility for the care of a family member. We assist employees to fulfil their carer's responsibilities by making reasonable adjustments to their working arrangements.

Leave Purchase Scheme

Full time employees are able to participate in a purchase leave program to achieve a work / life balance. Employees may apply purchase either 10 days (2 weeks) or 20 days (4 weeks) additional annual leave in a 12 month period.

NAIDOC Week

All Aboriginal or Torres Strait Islander employees are entitled to one day off during NAIDOC Week to celebrate.

