



Aged Care & Disability Services Operations Coordinator

Job Title	Aged Care & Disability Services Operations Coordinator
Classification	Level 7
Work Unit	Community Services
Responsible To	Regional Manager – Aged Care Services

Primary Objective

The Aged Care & Disability Services Operations Coordinator will be responsible for coordinating the day-to-day operations of the service and supporting the implementation of individualised person-centred care services to assist clients and participants to live safely and independently in their communities, remaining connected to country and family.

Key Responsibilities

1. Coordinate the day-to-day operations of the Aged Care & Disability Services team to ensure effective and efficient management of staff and resources.
2. With support from the Care Coordinator, actively lead, mentor, train, and coach service support staff, promoting teamwork, positive attitudes, consistency, safety, and high performance in quality care.
3. Oversee and manage employee performance management, recruitment, retention, and conflict resolution whilst maintaining compliance with EARC policies and procedures.
4. Manage local support staff recruitment, timesheet preparation, staff attendance, procurement, maintenance and general administration duties pertaining to the management of the service.
5. In applicable communities, collaborate with the Aged Care & Disability Services Care Coordinator to develop and deliver effective service for each client and participant including fulfilling care duties as needed.
6. In applicable communities, manage individual care plans, budgets, resources, and client assessments to develop and deliver effective service for each client and participant including fulfilling care duties as needed.
7. Promote a safe working environment that protects the welfare of self, colleagues, and clients/participants adhering to WHS, risk management, incident/SIRS, complaints and continuous improvement principles.
8. Develop positive and professional working relationships with clients and participants, carers and families, colleagues, and stakeholders to ensure a holistic and well-rounded approach to client care.





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9. Complete reporting and documentation, including e-Tools and progress notes, to meet industry standards, organisational deadlines, and funding and legislative requirements.
10. Actively participate in all offered training and development opportunities.
11. Comply with all Workplace Health and Safety Policies and Procedures.
12. Other duties as reasonably directed by Regional Manager - Aged Care & Disability Services, and Regional Manager – Disability Services.

Essential Selection Criteria

- Must have, or be able to obtain and maintain, a current NDIS Worker Screening Clearance.
- Must hold a minimum Cert III in Individual Support (Aging and/or Disability), or the willingness obtain within the first 3 months of employment.
- Demonstrated knowledge and understanding of Aged Care and NDIS legislation, program guidelines and person-centred care management principles.
- Experience in the use of aged care and disability electronic platforms, client management systems and relative Government portals.
- Demonstrated ability to effectively manage data collection, complete documentation and to meet required deadlines.
- Previous experience supervising staff teams.
- Proven ability to assess complex problems and make recommendations for solutions using creative and critical thinking.
- Advanced oral, written and interpersonal communication skills, including effective stakeholder engagement, active listening and experience in navigating conflict and challenging situations.
- Proven effective time management with the ability to work autonomously.
- Proficiency with the Microsoft Office Suite (particularly Word, Excel, and Outlook) and an ability to learn new software.
- Must hold a current C Class Drivers Licence.

Desirable Selection Criteria

- Other relevant or related qualifications.
- First Aid and CPR qualifications, or the willingness to obtain.
- Hold a food safety qualification, or the willingness to obtain.
- Previous experience living and/or working in remote Australian First Nations' communities.
- Demonstrated high level of cross-cultural awareness to ensure effective participation in a multi-cultural workplace.
- Awareness of issues affecting First Nations People in Australia.





Position Description

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All employment with the East Arnhem Regional Council (EARC) is subject to a Criminal History Check and the ability to obtain a NT Working with Children Clearance. Criminal history will not exclude an applicant unless it is relevant to the inherent requirements to their position.

Employees must also be prepared to travel to remote communities via various means, including 4WD vehicle and light aircraft.

East Arnhem Regional Council is an Equal Employment Opportunity (EEO) employer.

Dale Keehne
Chief Executive Officer
East Arnhem Regional Council

