

<b>Position title:</b>	Workforce Coordinator, Care Pathways	<b>Reports to:</b>	Manager
<b>Program / Department:</b>	Care Pathways	<b>Primary work location/s:</b>	Adelaide
<b>Direct reports:</b>	Support Workers	<b>Key stakeholders:</b>	Department of Child Protection (DCP) Care Pathways
<b>Award:</b>	SCHADS	<b>Classification:</b>	Level 4

## Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State’s most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

## Our values

<p><b>Integrity</b></p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p><b>Compassion</b></p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p><b>Empowerment</b></p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p><b>Innovation</b></p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
--	---	---	---

## About the role

The Care Pathways Services and programs provide 24/7 residential accommodation, care and services to children and young people who are under the guardianship of the CEO, Department of Child Protection or who arrive in Australia without a legal guardian. The young people have experienced trauma, and many have physical and /or intellectual disabilities and developmental delays, requiring therapeutic support and ongoing care to lead a happy, healthy lives. Care Pathways staff work to achieve results to enable children and young people to thrive, using methods and practices to establish and support the environment to be inclusive, caring, developmental and healing.

The Workforce Coordinator is responsible for providing leadership, support, oversight, coordination and scheduling of Baptist Care SA Support Workers operating within Care Pathways. Working in collaboration to ensure the delivery care that aligns with Baptist Care SA’s practice framework.

## Role responsibilities

### Support Coordination

- Ensure effective application of the Practice Framework within teams.
- Support the Critical Incident process and DCP Care Concern investigations.
- Provide timely and effective debrief for staff following reportable incidents.
- Follow up reportable incidents according to established actions, timelines and methods in consultation with the Team leader.
- Provide respectful and responsive client performance and behaviour management in line with delegation and in conjunction with the Team Leader.
- Prioritise and manage workloads to complete all relevant administrative tasks and service KPIs.
- Check timesheets against the rosters for pay preparation and ensure accuracy.
- Coordination of workforce to deliver client services.
- Apply practice standards and ensure compliance and high-quality care.
- Ensure client cultural safety.
- Maintain all requirements and prepare/participate in audits.
- Support in monitoring of mandatory training and certification requirements of staff to ensure delivery of care meeting with contractual compliance.
- Work in Collaboration with House Coordinators and Team Leaders to understand and effectively schedule in line with individual placement and client needs.
- Ensure scheduling practises meet with external service contracts as well as industrial and award requirements.
- Support pathway to ensure schedules are maintained to support payroll and finance functions.

### People

- Support team well-being and facilitate a positive culture.
- Undertake performance management and work in conjunction with team for serious and complex issues.
- Work in collaboration with the Team Leader in dealing with staffing issues.
- Provide leadership, support, clear direction and mentoring to direct reports.
- Oversee team performance, provide coaching and support as required.
- Ensure team abide by all relevant policies and procedures.
- Provide effective professional individual and group supervision for staff.
- Support the effective recruitment, selection, induction, training, developed and management of staff in line with relevant policies and procedures and to meet workforce objectives and client needs.

### Administration

- Prioritise and manage workloads to complete all relevant administrative tasks and meet service KPIs.
- Coordination of 24/7 roster and respond to rostering enquiries.
- Effective usage of all relevant software programs.
- Prompt and accurate completion of CARL, Critical incident, and other reports.
- Support Team Leaders to complete reporting requirements.

## Stakeholder Relationships

- Ensure effective and professional communication with stakeholders and staff.
- Build effective relationships with key stakeholders i.e House Coordinators, Team Leaders and Support Staff.
- Attend operational meetings to maintain effective service delivery.

## Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

## Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

## Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers, and other stakeholders.

## About you

### The qualifications you bring

- A minimum of Cert IV in Youth Work, Community Services, Child, Youth and Family Intervention, or Disability (in conjunction with relevant experience).

### The experience you bring

- Previous experience in working with vulnerable and at-risk children and young people with complex needs and/or a disability.
- Assisting in administrative functions
- Experience in leading staff and managing behaviour.
- Experience providing reflective 1:1 supervision and group supervision.
- Experience in Scheduling and application of relevant award and industrial provisions.
- Ability to communicate effectively in a team environment.

### The competencies (knowledge, skills and behaviours) you bring

- Sound computer and administration skills.
- Ability to work autonomously and within a team.
- High level interpersonal and communication skills.
- Ability to manage a high-volume workload and competing priorities.
- Sound problem solving and decision-making skills.
- Ability to apply practise base knowledge within day-to-day work.

### Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Safe Environments for Children and Young People. (SECYP)
- A valid NDIS Worker Screening Check
- Training – Apply First Aid (min HLTAID012)
- Approved Psychological Suitability Assessment
- Ability to work across a 24/7 roster
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)
- A fully insured and roadworthy compliant vehicle (roadworthy check required)

### Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

## Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

## Monitoring, evaluation and review

Status:	Draft	Control:	People and Culture
Approved by:		Version:	
Effective date:	1/09/2023	Review date:	1/09/2024