

DOCUMENT HRG007

What Coordination with Community Connection Incorporated Includes

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Management Team

To create an environment that allows Community Connection Incorporated to provide quality service and ensure good matching of employees, the Management team will work with the individual/individual's representative to develop a trusting and respectful relationship.

The following is to give an idea of what the different roles in the Management team offer rather than a complete list.

The Manager will:-

- Ensure that Community Connection Incorporated supports the mission statement and values of the organisation;
- Liaise with appropriate funding bodies, community agencies etc. on behalf of the individual;
- Write or assist in the writing of plans to support applications for the individual/individual's representative;
- Advocate for the individual/individual's representative on request;
- Support and assist other staff and the individual in planning and problem solving on request;
- Listen to and act on any compliment, suggestion or complaint as per the Compliment and Complaint Policy and Procedure, and ensure that the individual is not disadvantaged by the service for having raised an issue;
- Ensure that the individual is heard in their interactions with Community Connection Incorporated and to ensure that the individual knows that they can have an advocate present at any significant meeting;

- Provide mandatory training and induction workshops;
- Be responsible for the 'On Call' phone on a rotational basis.

The Lifestyle Coordinator will:-

- Assist individuals with goal setting and planning;
- Work with staff and the individual to develop strategies to link the individual to their community through avenues such as adult education, employment, sports and recreational pursuits;
- Advocate for the individual when requested;
- Identify training needs for Lifestyle Assistants;
- Provide information and resource support to individuals;
- Provide support and supervision to employees including performance appraisals;
- Coordinate and leads team meetings;
- Provide induction and training to employees;
- Organise rosters where required;
- Be responsible for the 'On Call' phone on a rotational basis.

The Human Resources Coordinator will:-

- Liaise with and recruit for the individual/individual's representative
- Be responsible for recruiting Lifestyle Assistants who are a suitable match for the individual;
- Provide induction and training to employees;
- Act as the Work Health and Safety representative and work with the Management Team and Lifestyle Assistants to promote a safe working environment;
- Act as the Return to Work and Rehabilitation Coordinator;
- Be responsible for the 'On Call' phone on a rotational basis.

The Financial Coordinator will:-

- Assist the individual/individual's representative to be aware of their resource usage and budget;
- Liaise with appropriate funding bodies, community agencies etc. on behalf of the individual/individual's representative and fulfil financial and output reporting requirements;
- Organise rosters where required;
- Process fortnightly pays;
- Ensure that employees are paid on time;
- Be responsible for the 'On Call' phone on a rotational basis.

The Support Coordinator will:-

- Assist with the implementation of all supports in the plan, including informal, mainstream and community, as well as funded supports;

- Strengthen and enhance the individual's abilities to coordinate supports and participate in the community;
- Ensure mainstream services meet their obligations (i.e. housing, education, justice, health);
- Build the capacity of the individual to achieve greater independence to self-directed services and supports in the longer term
- Provide the NDIA with reports on outcomes and success indicators within the agreed reporting frequency

The Administration Assistant will:-

- Be the first point of contact for the service;
- Provide support to the Management Team;
- Implement projects developed from planning;
- Input timesheets and process payroll;
- Provide resources and tools for all projects;
- Book and maintain calendars including training calendar;

Lifestyle Assistant

A Lifestyle Assistant's role is to provide support in a manner that is respectful and meets the needs of the individual and/or the individual's representative. Employees are expected to carry out the tasks associated with meeting this agreement and the goals of the individual/family. Employees will take direction from the Management Team, in particular the Lifestyle Coordinator, with regard to carrying out the individual's plan.

Lifestyle Assistant(s) are also required to:

- Take general and daily instruction from the individual within the policies and procedures of Community Connection Incorporated;
- Be punctual;
- Be reliable;
- Give appropriate notice if unable to work whether for annual leave, exams, carer's leave or being off sick;
- Be flexible – as needs change, it is a condition of employment that employees adapt support to accommodate changing circumstances, needs and skill/ability levels of the individual;
- Ensure the individual's image is maintained and promoted e.g. attention to dress, appearance and conduct;
- Respect the rules, existing routines and functioning of the household;
- Identify, monitor and obey all Work Health & Safety requirements;
- Attend all mandatory training, team meetings and appraisals;
- Submit time sheets by 12pm (midday) Monday of pay week;
- Maintain a roadworthy, registered and insured vehicle;
- Complete communication notes at the end of each shift and submit to the office either at the end of the fortnightly pay cycle or send electronically.