

Home Maintenance Services Coordinator

About Peppercorn Services

Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Peppercorn's purpose is to enrich lives, through connections, partnerships and opportunities. Our services are underpinned by our value of trust, care, respect, agility and continuous improvement.

Position Purpose

The purpose of the Home Maintenance Services Coordinator is to oversee and coordinate the day-to-day activities of home maintenance for people living with a functional disability or who are ageing. The Home Maintenance Coordinator will conduct home assessments to determine the needs of clients and develop a support plan that aims to enable and increase independence.

The Home Maintenance Coordinator will assist to train, develop skills and allocate work to Supported Employment Workers and oversee work outsources to external contractors.

The Home Maintenance service focuses on repairs or maintenance of the home and garden to improve safety, accessibility and independence within the home environment for the client, by minimising environmental health and safety hazards. This includes home and yard maintenance and repairs that mitigate or remove identified risks to a client's health and safety and/or services targeted at maintaining a home environment which supports a client's wellness and reablement goals.

Activities can include a range of maintenance or repair tasks such as:

- Accessible, low maintenance garden redesign to support wellness and reablement goals
- Minor plumbing, electrical & carpentry repairs where client safety is an issue
- Repair of internal flooring and external access pathways to address slip and trip hazards
- Secure access issues for clients' personal safety
- Working-at-height related repairs or cleaning for client health and safety i.e. gutters, roofs, windows, ceilings, smoke alarms
- Yard maintenance which includes essential pruning, yard clearance or lawn mowing where there are issues for client safety and access

Organisational Relationships

Reports to	Service Development Business Partner (Aged Care and Disability)
Direct Reports	Community Support Workers Supported Employment Workers Volunteers Contractors
Delegation	Coordinator

Programs

Commonwealth Home Support Program (CHSP)
Fee for Service in Home and Community Care Services (FFS) including Home Care and private services
National Disability Insurance Scheme (NDIS)

Primary Objectives

The primary objectives of the Home Maintenance Services Coordinator is to:

- Provide excellent service standards, maintaining high customer satisfaction and assisting to deliver holistic and responsive support services.
- Work with clients to assess client needs and develop individual support plans that are goal orientated and outcome driven, that work to overcome health and safety issues at home
- Train, support and develop Supported Employees to achieve their employment goals
- Ensure delivery of quality services that are regarded by clients as meeting their needs

Key Responsibilities or Accountabilities

KRA	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. Actively follow Peppercorn’s Code of Conduct. Comply with the requirements of Peppercorns Policies & Procedures. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste.
Risk Management and Business Compliance	<ul style="list-style-type: none"> Maintain service operations in accordance with legislation, regulations, standards, guidelines and contracts. Compile operation, performance contractual and financial reports accurately and within required timeframes. Ensure data and information systems are maintained accurately at all times.
Work Health & Safety	<ul style="list-style-type: none"> Immediately cease, and report, any workplace activity (including that of other persons) which presents an immediate risk to safety, property or environment to your supervisor. Follow all company instructions and directions in relation to workplace health and safety. Undertake work in a safe manner to ensure personal health and safety, and that of others including other employees, clients, contractors, the public and visitors. Ensure actions (or lack of) do not impact negatively on the health and safety of any fellow employee, client, public, contractor or visitor. Ensure incidents and hazards are identified, reported, controlled.
Promotion and Stakeholder Engagement	<ul style="list-style-type: none"> Ensure all interactions within the community portray Peppercorn as a professional and caring provider with a high standard of customer service. Build and support relationships with key stakeholders. Participate in community networking and partnership building within the sector to develop improved community outcomes.
Quality Management and Continuous Improvement	<ul style="list-style-type: none"> Actively participate in the development, implementation and evaluation of quality management strategies to ensure that quality standards and service goals are met. Actively participate in development and review of Peppercorn Policies & Procedures. Monitor and undertake continuous improvement activities against program performance in accordance with contractual requirements and best practice standards.

- Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.
- Where gaps are identified, document, action and review continuous improvement activities.

Relationships and Teamwork

- Willingly ask for help, guidance or insight from other workers.
- Actively develop positive relationships with peers, other employees and volunteers, and stakeholders.
- Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.

Professional Development

- Attend regular supervision and annual performance reviews with direct line supervisor.
- Actively engage with professional development activities as approved or instructed by direct line supervisor.
- Participate in mandatory training and undertake professional development opportunities when presented.
- Maintain professional knowledge and skills by attending relevant conferences, workshops, courses, and training, and reviewing recent literature.
- Engage in regular reflection of work practice and team relationships.

Service Coordination

- Conduct regular needs assessments and reviews with clients to identify goals, preferences, changes in needs and gain feedback into service delivery.
- Ensure support assessments, support planning, implementation, monitoring, review and cessation is provided in accordance with Peppercorn's policies and procedures.
- Ensure the support needs of clients are effectively communicated internally to improve outcomes for the clients.
- Oversee client contribution to the service and ensure banking is prepared and completed within timeframes and submit to finance.
- Prepare and submit a monthly coordinators report.
- Maintain records and reporting for all activities which includes verification of client services are delivered on time and to the expectations of the client
- Ensure customer related documentation is properly maintained, accurate and verified within the client management system

Supported Employment

- To mentor and support, our support employees with their daily work in a community outreach environment
 - To ensure that the variety of experiences offered to our supported employees are meaningful, designed to suit the interest, strengths and needs of each person accessing supported employment that builds their independence, well-being and quality of life
 - Develop employment support plans that focus on career goals and skill development
 - Provide support and supervision to Community Support Workers who provide the day-to-day support to Supported Employees.
 - Facilitate Supported Employee Team Meetings
 - Develop skill development plans and facilitate access to training and education as necessary
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Maintenance Equipment Safety and Maintenance

- Support Supported Employee to report accidents, equipment breakdown/failure and incident response.
 - Ensure follow up with clients are involved.
 - Oversee the going maintenance of all maintenance services equipment
 - Identify equipment needs for each job and ensure its availability when needed
 - Ensure Safe Work Method Statements are developed, maintained and reviewed in consultation with workers
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Knowledge/ Skills/ Experience/ Qualifications
(Key Selection Criteria)

Essential

- Certificate IV in Community Services / Aged Care / Disability or other relevant qualification
 - Experience working with people with a disability and seniors living in the community with a well developed understanding of issues faced by the older person and carers.
 - Demonstrated experience in customer service with a strong coordination background.
 - Demonstrated knowledge and competence in the use of client management systems, and Microsoft Office.
 - Understanding of the barriers to service access experienced by culturally diverse and minority communities.
 - Excellent documentation skills and attention to detail.
 - Strong problem-solving skills.
 - Ability to work independently and within a multi-disciplinary team
 - Current NSW drivers licence and a vehicle with minimum third-party property insurance.
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- A National Criminal History Check and Working with Children Check must be completed and cleared before employment may commence. These must be maintained and current throughout employment.

Desirable

- Experience in Supported Employment, other community service organisations, or other non-profit agencies

Award and Classification

Award Social, Community, Home Care and Disability Services Industry Award 2010

Classification Level 4

Current Incumbent

Name

Acknowledgement:

I accept the position description as stated above and understand that this position description supports my Employment Agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, as long as the additional duties and responsibilities are within my capacity, capability, expertise, skills and knowledge.

I understand and accept that Peppercorn may provide further training to ensure my continued competence and ability perform these duties, and that I will willingly undertake this continuing professional development.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____

Managers Name: _____

Signature: _____

Date: _____ / _____ / _____