
Position:	Garden Care Assistant Coordinator
Classification:	Social Community Home Care and Disability Services (SCHCADS) NSW Award 2010 Level 4
Hours:	Part Time - 28 hrs per week (fixed term until 30 June 2022).
Responsible to:	Garden Care Coordinator

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is project based and impacted by seasonal variations, and that outcomes and activities may change over the course of the project.

Reporting & Organisational Context

The Garden Care Assistant Coordinator is responsible to the Board of Directors of Canterbury City Community Centre through the CHSP Garden Care Coordinator.

Position Objective

To provide support to members of the CHSP target group (people over 65, with entry level care needs) in the Inner West and Southern Sydney Aged Care Planning Regions by providing a Lawn Mowing and Easy Care Gardening service.

Knowledge, Skills and Experience

Essential Criteria:

- Empathy and understanding of issues impacting frail aged people and their families
- Demonstrated ability to work well with people from all backgrounds
- Demonstrated ability to coordinate and plan job schedules
- Patience, punctuality and reliability
- The ability to work alone or as part of a team
- Strong problem-solving and negotiation skills, with a focus on timely resolution of any conflict or issues
- Understanding of complaints handling and the ability to manage client complaints
- Understanding of consumer directed care
- Ability to liaise effectively with clients, families and contractors.
- Intermediate computer skills, including the use of Excel and database programs
- Current Drivers Licence & access to a reliable vehicle
- Qualifications in Community Services or Aged Care e.g. Certificate III in Individual Support (Ageing)
- A demonstrated interest in and knowledge of gardening and gardening techniques.

Desirable Criteria:

- Cross cultural skills
- Demonstrated ability to work with and understanding of the role of volunteers.

Principle Duties

- Responsible for recruitment, oversight and management of Lawn Mowing Contractors
- Management of Garden Care clients including conducting client assessments, maintaining client files, interaction with My Aged Care, managing feedback and complaints and escalating any concerns about client wellbeing with GC Coordinator
- Matching new clients with their Lawn Mowing Contractors and providing support
- Responsible for the recruitment, training and recognition of Garden Care volunteers
- Conduct site assessments - including Lawn Mowing assessments
- To act as second in charge and step into the Garden Care Coordinator role as required.

Other Duties (as required)**Contract Management**

- Develop Provide Lawn Mowing Contractors with Contracts and all relevant documentation
- Set Contractor fees
- Managing Lawn Mowing Contractor compliance within our legal requirements.

Planning, Evaluation and Reporting

- Together with the CHSP Garden care Coordinator and Garden care staff develop an annual work plan
- Identify need for equipment update and maintenance
- Participate in preparing & conducting Annual Client Survey.

Staff Supervision and Support

- Promotion Provide support and direction to Lawn Mowing Contractors
- Provide on-site training to volunteers as appropriate.

Effective workplace relationships

- Establish and maintain effective working relationships with clients
- Maintain effective working relationships with Centre staff
- Participate in Centre staff meetings and training days.

Work Health and Safety

- Identify any risks and hazards at site assessments and raise with Garden Care Coordinator.

Financial Management

- To Submit invoices for payment to CEO / Bookkeeper
- Adhere to the Centre's Financial Policy.

Other

- Adhere to the Centre's Code of Behaviour and Policies and Procedures as contained within the Centre's P & P manual
- Be prepared to step in to deliver direct service delivery (gardening) during unexpected staff shortages.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name