



Position Title:	Practice and Process Coordinator (Graduate)
Reports to:	Executive Director of Operations
Employment Type:	Fixed term 12 months
Hours:	Monday – Friday, 38 hours per week
Work Location:	Preference for Echuca based option for negotiation hybrid arrangement, there will be a requirement to visit all CLRS houses and other work locations from time to time.
Date Created:	July 2024

Introduction

Community Living & Respite Services (CLRS) is a not-for-profit organisation based in Echuca providing support services for people with disability, the aged and their families. Community Living & Respite Services is an equal opportunity employer and values diversity.

Our Vision

Our vision is to empower individuals and families to live the life they choose in a community enriched by the inclusion of all.

Core Values

Respect	We value and celebrate individuality
Flexibility	We provide innovative and responsive services to meet individual needs
Accountability	We are professional, ethical, honest and responsible
Collaboration	We partner, connect and coordinate in support of our services, organisation and community

Purpose of Position

This role is crucial for supporting, optimising, and enhancing the quality of services provided to CLRS clients. This is achieved by working collaboratively as a member of the operational management team and with other internal stakeholders. Communication, empathy, organisation, evaluation and analysis, report writing, and problem-solving skills are essential for success in this role.

Graduate Program Commitment:

In this position, it is understood that applicants may not possess all the required skills and knowledge initially. However, successful candidates are expected to commit to developing these skills, including gaining sector knowledge through training, coaching and on-the-job experience.

Key Areas of Responsibility

The responsibilities of the role include but are not limited to:

Quality Assurance and Improvement:

- Internal Auditing – schedule and conduct internal audits to assess compliance against the CLRS quality standards and provide written audit reports to operational leadership team, for their actioning.
- Document Development – development and amendment of audit tools and templates that will support the conducting of audits and assist the operational leadership team facilitate best practice and compliance within service delivery.



Position Description

- Compliance and Best Practice External Monitoring – undertake sector scanning to identify changes and impacts in the CLRS regulatory environments. When identified conduct/facilitate risk and benefit analysis of the changes and draft discussion papers, for actioning.

System Analysis and Optimisation:

- Development of service delivery systems proficiency, as a subject matter expert to be able to undertake the following:
 - Coordinate the identification and capturing of internal system improvements through mechanisms such as feedback loops (patterns in tickets raised, FAQ etc.), lessons learned from training, coaching and audits
 - Document the system improvements, using business language for governance approval and where approved, participate in the development and implementation.
 - Monitor system maintenance and releases from external vendors, determine if likelihood of impact, develop discussion papers for governance approval and participate in the development and implementation.
- Update process and work instructions as required based on the above.
- Sample client file data information integrity and provide reports to operational leadership team.

Data Management and Reporting

- Providing key insights based on qualitative and quantitative data analysis that will inform decision-making and service delivery improvement.

Change Management and Other:

The role works in partnership with the operational leadership team and will:

- Participate in people change management; communication planning and execution, training and coaching, stakeholder engagement, resistance management and other administrative change duties.
- Work with the operational leadership team to improve the adoption of Lumary and Skedulo.
- Coordinate and manage specific projects under the guidance of the ED of Operations that deliver on the CLRS Strategic and Operational Plans.

The above is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

Health and Safety in the Workplace

Staff employed by CLRS are required to participate in Occupational Health and Safety (OHS) by:

- Compliance to CLRS policies and procedures in relation to OHS, including participating in the development of a safe and healthy workplace.
- Taking reasonable care to ensure that your own health and safety along with that of others is abided to as per the *OHS Act 2004*.

Key Selection Criteria

Essential

- Degree or working towards a degree in relevant field
- Critical Thinking: Ability to assess objectively varying situations, make logical connections and propose solutions.



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- Communication: Effective communication and interpersonal skills, both verbal and written is crucial in building rapport, gaining credibility and collaborating with operational leadership team and other stakeholders.
- Research: Conduct research, from various sources, analyse and synthesise information to document meaningful conclusions.
- Report Writing: Proficient in writing variety of materials including research reports, discussion papers, procedures and operational instructions that are tailored to the audience.
- Time Management: Demonstratable capacity to plan and prioritise tasks effectively to deliver within specified time frames.
- Adaptability: Flexibility and openness to change in a fast-paced and ever-evolving sector.
- Respect for human, cultural and religious rights and beliefs.

Desirable

- Knowledge of CLRS's legal and regulatory frameworks
- Lived experience of disability services

Other requirements

- Minimum of two satisfactory reference checks – minimum 1 from employment
- A current Australian driver's license and good driving record
- NDIS Worker Screening, NDIS Worker Orientation Module and Working with Children's Check (WWC)
- Record of 3 doses of the COVID-19 Vaccination or medical exemption
- Adherence to the NDIS Code of Conduct, the Child Safety Standards and all CLRS policies and procedures

Confidentiality

The Systems and Practice Officer is required to always observe confidentiality and under all circumstances, both during and after employment with CLRS, including maintaining confidentiality of all details of CLRS affairs including client and staff details.

Terms and Conditions

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. This remuneration for this position will be between Level 3 and Level 5 of the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010, dependant on skills, experience and knowledge of the successful applicant.

The position is subject to six-month probation period.

A Professional Development Review will be undertaken after three months of employment, and annually thereafter.

Employment Benefits

- Making a difference in the lives of others
- Initial twelve-month graduate coaching program
- Salary Packaging - CLRS is registered as a Public Benevolent Institution which enables staff to access salary packaging options <https://www.salary.com.au/>
- Free Annual Flu Injection
- Ongoing commitment to training



Position Description

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read and understand its contents.

Employee Name

Employee Signature

Date

Executive Director – Operations Signature

Date