



Job Title	Better Start Coordinator
Unit & Location:	Executive Office - Holt
Capability Map Level	Program Personnel
Employee Collective Agreement	<p>Remuneration will be commensurate with experience and qualifications. Salary package range is between \$44,850 to \$48,300 per annum pro rata.</p> <p>The position is part time, 3 days (22.5 hours per week). In addition Carers ACT offers attractive salary packaging options.</p>
Position Funding/ Contract	Better Start Program
Budget Responsibility:	None
Reporting & Working Relationships:	Reports to Carer Support Manager
Strategic Plan Alignment	KRA 1
Position Objectives:	<ul style="list-style-type: none"> • This is a central role serving as first point of contact for the Carer Better Start for Children with Disability Program. It is responsible for providing high quality professional support to Carers accessing early intervention services. • Intake and assessment of individual Children to confirm eligibility, including evidence of diagnosis, registration and to provide information about other services and support.
Job Role	<ul style="list-style-type: none"> • Respond to all Better Start enquiries through the Carer Advisor Service 1800 number or face to face. • Maintain quality outcomes in linking services to families with eligible children. • Meet agreed performance expectations. • Develop and maintain effective relationships and consults with stakeholders in relation to Database of service providers. • Maintenance of accurate Carer / client records and reports. • Liaises with internal and external stakeholders, in particular carers, clients, service providers and health workers • Builds, applies and maintains appropriate experience, skills and knowledge.

	<ul style="list-style-type: none"> Ensures Program budget and financial accountability requirements are adhered to.
Preferred Qualities & Experience	<ul style="list-style-type: none"> Understanding of and commitment to carer issues and needs. Behaviour and work style which is approachable, professional and carer focused, and consistent with the culture and objectives of Carers Association. Commitment and adherence to the Code of Expected Behaviours and policies and procedures of Carers Association Commitment to the Network's Guide to Good Practice and continuous improvement
Creation Date	May 2011

Key Tasks/Activities <i>(what needs to be done)</i>	Objectives <i>What the task/action specifically involves. The objective or focus of the activity.</i>	Objective Measures <i>How we measure the outcome of the task/action.</i>
Program Delivery/Contract Performance	<ul style="list-style-type: none"> As part of the Better Start for Children Program participate in the development and implementation of the annual business plan, program plan and individual work plan Undertake appropriate administrative, business and record management processes to enable smooth running of the Better Start for Children Program. Work in collaboration with Carers Australia in development of national communication programs and ensure all communication programs have consistent branding and key messages. Undertake the provision of all 	<ul style="list-style-type: none"> Individual Work plan (aligned to strategic, business and program plans) is developed, implemented and completed on time. <ul style="list-style-type: none"> Appropriate and approved business and administrative processes are implemented and are continuously improved upon in line with Good Practice. Individual skills and competencies are continuously improved through Professional Development That national material can be used effectively at local level and strategies and publications are consistent with key messaging and branding Contracts and Guidelines relating to the position are read

	<p>contractual specifications in the Better Start Program including the provision of services such as attending to all 1800 telephone, electronic and face to face enquiries, and when required facilitate referrals to appropriate services, and adhere to the contract specifications and individual work plan.</p> <ul style="list-style-type: none"> • Take responsibility for achieving optimal success in program uptake and ongoing program participation by Carers and other stakeholders. • Nurture and influence business relationships with internal and external stakeholders especially Carers, clients, other service providers and health workers • Work with the program manager to ensure that program budgets and financial accountability requirements are adhered to. • Other duties as directed by Program Manager and relevant to the program 	<p>and program specifications are understood.</p> <ul style="list-style-type: none"> • Carers contacting the Centre are supported and assisted appropriately in line with Carers ACT Values and Philosophy, Program Logic and within the boundaries of Program Guidelines. • Program uptake and ongoing program participation by Carers and other stakeholders are evidenced through accurate documentation and record management. • Barriers to accessing respite are identified and reported. • Networks are developed and maintained to facilitate internal and external referral pathways • Program budget allocation is regularly within agreed variance. • Other duties are carried out as necessary to ensure optimal outcomes for the Program.
Individual Participation	<ul style="list-style-type: none"> • Actively participate in and contribute to H/R processes including performance reviews, staff processes and events 	<ul style="list-style-type: none"> • Actively and positively participate in Performance reviews, staff meetings and other relevant staff briefing/information sessions
Engage in Learning and Development	<ul style="list-style-type: none"> • Enhance the quality of service to Carers by undertaking professional development relevant to the primary work of the program and to Carers ACT 	<ul style="list-style-type: none"> • Evidence of participation in professional development and/or other relevant training

KEY SELECTION CRITERIA

1. Supports strategic direction - understands and supports the organisation's purpose and direction within the Better Start Program
2. Ability to manage tasks to achieve results and deliver objectives
3. Ability to communicate clearly and concisely, through written and oral means and to liaise effectively with a diverse range of people including carers, health professionals, and service providers.
4. Ability to exercise judgment, discretion and confidentiality
5. Organizational and administration skills including planning, time management, problem solving and ability to prioritise work
6. Experience in using information technology to deliver work outcomes
7. Understanding of and commitment to carer issues and needs
8. Behaviour and work style which is approachable, professional and carer focussed, consistent with the culture and objectives of Carers Association
9. A commitment to and adherence to the Code of Expected Behaviours and policies and procedures of Carers Association

Signed: _____ Name: _____

Date: _____