



Nimbin Neighbourhood and Information Centre

Position Description

Community Case Coordinator

Employment Status	Part-time 21 Hours per week 4 days per week (days negotiable)
RRF Grade	Level 6 Community Services
Alignment with Modern Award Level	Social and Community Services Employee Level 3
Reporting To	Manager
Directly Supervising	Not applicable
Date Prepared	April 2017

Position Purpose

Nimbin Neighbourhood and Information Centre (NNIC) is a non-profit community-based organisation, incorporated under the NSW Incorporated Associations Act. NNIC aims to promote, develop and support community services and assist in their development, to refer individuals and groups in need to relevant departments and organisations and, to act as a focal point for community services.

NNIC receives funding from the NSW Department of Family and Community Services (FaCS) to operate as a Community Hub in Nimbin and District (within a 30km radius).

NNIC also receives funding from the CONC – Consortium of Neighbourhood Centres Far North Coast (via DSS) under the Financial Management Program to provide Emergency Relief. The purpose of Emergency Relief is:

“Emergency relief aims to assist people to deal with their immediate crisis situation in a way that maintains dignity and encourages self-reliance. All services must be effective, efficient, and targeted to people in financial crisis.”

The Community Case Coordinator is primarily responsible for assisting the Manager and Management Committee to provide an efficient and effective community hub services (information and referrals, wrap around case coordination, material aid and community development) in accordance with contractual specifications, NNIC policy and procedures and relevant legislation. Additionally, the Community Case Coordinator works in close collaboration with the Community



Access Worker – FOH to deliver an efficient community hub service by ensuring consistency of information and referrals.

NNIC’s client work aims to facilitate clients’ growth and development and to promote their inclusion in the community.

The Community Case Coordinator is responsible for:

- Provision of information and referral services to clients presenting with a range of competing/complex needs;
- Provision of crisis support, client advocacy and material aid;
- Provision of case coordination and wrap-around services in a timely and appropriate manner, ensuring all services and programs reflect integrated and inclusive community options;
- Developing and maintaining positive working relationships with clients and stakeholders;
- Supporting NNIC team members including the Manager, Community Development Worker, Community Access Worker – FOH and FOH volunteers in the provision of community hub activities;
- Engaging clients of the services in feedback and evaluation strategies;
- Tracking client needs and service trends and recommending strategies to alleviate need;
- Conducting or participating in community development activities such as event and small group work;
- Participating in and/or attending relevant forums such as Nimbin CDAT, Nimbin Health and Welfare Association, Nimbin Police Community Consultative Committee or may otherwise be directed by the Manager or the Management Committee;
- Maintaining appropriate records in accordance with NNIC/funding requirements.

Core Requirements

Key Responsibility Areas	Role Requirements	Key Performance Measures
Vision, Mission, Values	A significant knowledge of the role, vision, mission, values, community identity and priorities of the Centre. Able to effectively represent the team. Understands the strategic plan of the Centre.	Working knowledge of Centre vision, purpose and values. Knowledge of services and programs provided by Centre. Knowledge of key strategic directions of Centre.
Leadership / Teamwork	Team Leader of EITHER Level 3 OR one or more sub-sections with similar tasks OR 9 to 20 Level 1 & 2 roles. Monitors performance. Provides operational or procedural direction and advice. Exercises initiative	NNIC team members are provided with support which assists in delivery of and compliance with Community Hub activities. NNIC team members are provided with relevant

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Key Responsibility Areas	Role Requirements	Key Performance Measures
	and is self-reliant. Participates as an effective team member. Assists with the selection of team staff.	<p>information/support regarding ER program, other material aid and any service issues arising.</p> <p>Participates in regular team meetings and activities.</p> <p>Work is subject to general supervision.</p>
Interpersonal Skills / Communication	<p>Drafts letters/reports on complicated issues where some liaison with other departments is involved.</p> <p>Prepares complex management reports.</p> <p>Effectively handles complex, sensitive inquiries from a range of people including professionals. Deals with crises presenting in team skills area; when outside team area, ensures person dealt with by relevant area – internally/externally.</p>	<p>Deals appropriately with a range of correspondence related to role.</p> <p>Deals regularly with inquiries from Centre users, other agencies and/or external organisations.</p> <p>Advice and assistance is provided using policy/procedures and past knowledge/experience.</p> <p>Identifies and determines appropriate referrals – internal/external.</p> <p>Networks and collaborates with other relevant stakeholders and communities of interest.</p>
Continuous Improvement / Quality	Provides problem solving services on a wide range of issues. Applies advanced problem solving and decision making tools.	<p>Problem solves complex issues related to role.</p> <p>Participates in evaluation activities including surveys, service mapping etc.</p> <p>Recommends changes to quality procedures including documentation.</p>
Practices / Safety / Standards	Ensures adherence to quality standards and all relevant government legislation and relevant standards.	Adheres to all relevant government legislation including but not limited to WHS, anti-discrimination and privacy.



Key Responsibility Areas	Role Requirements	Key Performance Measures
		Adheres to the policy and procedures of the NNIC.
Experience/Qualifications	3 year degree or equivalent knowledge and experience, or higher diploma/associate degree with experience.	Maintain relevant training and identifies any training needs.

Functional Requirements – Client Services and Administrative Stream

Key Responsibility Areas	Role Requirements	Key Performance Measures
Client Services	Comprehensive knowledge of services offered by the Centre, and delivery targets. Ensures: Service delivery liaison/communication with clients; provision of information and effective referral practices. Ensures team members possess an appropriate level of knowledge of the range of services offered by the Centre and those offered by the general and specialist communities.	<p>100% compliance with ER service specifications.</p> <p>100% compliance with Community Builders service specifications.</p> <p>100% compliance with any other relevant service specifications (e.g. one-off projects).</p> <p>Number of individuals reporting satisfaction with the service that is provided (ER/Community Hub).</p> <p>Assistance is provided to the Community Access Worker to support or coordinate the volunteer program as required.</p> <p>Manager is advised in a timely manner of any service or client issues arising.</p>
Support Plans/ Case Work	Ensures client needs are met, particularly those with a variety of complex needs. Supervises the implementation of care plans.	<p>Assisted referrals: demonstrate appropriate assessment of need and referral outcome.</p> <p>No. and type of assisted referral per annum.</p> <p>No and type of other support provided.</p>



		No and type of occasions of service of client advocacy.
Family / Community / External Agencies Relationships	Ensures clients and their families are appropriately supported. Ensures a positive image of clients and the Centre in the community is presented. Ensures team members build strong working relationships with other agencies and work to extend these links to ensure outcomes for both individuals and client groups.	<p>No of clients assisted and nature of support.</p> <p>Community Hub internal referrals are made in accordance with service specification parameters.</p> <p>Participates in relevant networks and events.</p> <p>Promotes ER/Community Hub/NNIC/CONC services at interagencies and events.</p> <p>Distributes relevant information about services internally and externally to build/maintain knowledge and relationships.</p>
Community Development/ Capacity Building	Carries out or guides the full range of practical tasks relevant to local early intervention & prevention / community development/capacity building.	<p>Collects and reports on service and community need as identified and in accordance with NNIC processes.</p> <p>Attends and participates in relevant networks/interagencies/community development activities.</p>
Compliance & Reports	Ensures adherence to compliance and reporting requirements. Ensures the implementation of new/amended compliance and reporting requirements. Ensures all compliance and reporting matters are addressed.	100% compliance with reporting requirements.
Business Communications	Handles complex, sensitive inquiries from a range of people. Deals with complex inquiries from professionals representing external centres. Prepares complex management reports. Drafts complex, sensitive correspondence.	<p>Deals with a range of enquiries including those involving levels of complexity.</p> <p>100% compliance with management reporting requirements.</p> <p>Timely turnaround periods.</p>
Records Management (including data collection)	Develops complex filing and classification systems.	100% compliance with NNIC records management



	Supervises the management of office records.	requirements. Data is 100% accurate. Data is 100% maintained and is up to date. 100% of clients and their issues are recorded.
Problem Solving/ Innovation	Provides problem solving services on a wide range of issues. Applies advanced problem solving tools.	Demonstrates appropriate level of problem solving in coordinating relevant services and internally referred community hub activities.
PROJECTS and COMMUNITY DEVELOPMENT	Provides support to events and activities and identifies soft-entry point opportunities, such as small groups, activities etc.	No of events, activities, small groups etc attended. Nature of support provided.
As and when required by Manager and/or Management Committee		No/% of clients engaged in services via soft entry points.

Specific responsibilities and duties

All employees of the NNIC are required to:

1. Sign off in the wages book at the end of each shift.
2. Provide written reports, consistent with role and responsibilities as requested by the Manager and/or Management Committee.
3. Perform other duties, consistent with role and responsibilities as are delegated by the Manager and/or Management Committee.

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and NNIC policies and procedures. The services and activities of the Emergency Relief Program and Community Hub are guided by funding agreements and related service specifications. Issues are generally resolved without reference to your immediate supervisor but matters that arise which are outside the NNIC policy framework or matters that may potentially escalate to the detriment of NNIC should be reported to the Manager.



Your decision making authority is also guided by the NNIC's Delegations Policy and related Delegations Table; you are required to familiarise yourself of this document and other Centre policy and procedures.

Relationships

Key Internal and External Relationships:

- Nimbin Community Members and visitors to Centre
- NNIC Management Committee
- Manager and Centre team members
- NNIC volunteers
- ER recipients
- Service users
- Funding bodies
- Key stakeholders (including non-government and government organisations, Centre Partners and on-site auspiced services)
- CONC key program personnel – ER, SHLV, BF
- Interagency members

Expectations

- To understand and uphold the ideas, aspirations and ethics of the Nimbin Neighbourhood and Information Centre and to identify with its purpose.
- To attend scheduled supervision and support sessions.
- To attend staff meetings.
- To identify and attend appropriate professional development and training courses; to actively participate in the NNIC performance appraisal procedure.
- To abide by the Centre's Code of Conduct and policy/procedural frameworks.
- To adhere to confidentiality and privacy principles.
- In the event of a critical incident or near miss, complete NNIC Incident Report Form and advise the Manager, or in their absence a Management Committee Representative.
- To attend management committee meetings, with notice, if acting as staff delegate for that meeting, or if required by Management Committee.
- To attend NNIC planning meetings, as negotiated as may be required in accordance with NNIC policy.

Additional Information

- Nimbin Neighbourhood and Information Centre is a smoke free environment.
- Workplace Health and Safety (WHS): Employees are required to carry out duties in a manner that does not adversely affect their health and safety and/or that of others by reporting incidents and injuries as well as co-operating with workplace measures to improve WHS.
- Pre-existing injury: Before any person can be appointed to this position it will be required that they disclose any pre-existing injuries or disease that might be affected by employment in this position.
- Equal employment opportunity: Nimbin Neighbourhood and Information Centre is an equal opportunity employer. Staff are responsible for ensuring, and demonstrating familiarity with Centre policy including the equal employment opportunity policy.

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- Conditions of employment: Employment may be subject to:
 1. A current police record check
 2. A working with children check clearance
 3. A current driver's licence
 4. The capacity to work flexible hours (as a genuine requirement of the position).
- It is a genuine workplace requirement that all paid staff of NNIC maintain a current First Aid certificate. To facilitate this process, the NNIC will commit to a cycle of training (once every 3 years) to ensure currency of certificates.

Selection Criteria

Essential Requirements

Qualifications

3 year degree or equivalent knowledge and experience, or higher diploma/associate degree with experience.

Essential Requirements

1. Demonstrated understanding of the meaning of case coordination and how it fits into the service sector context.
2. Demonstrated experience in the provision of client focused services based on application of assessment/eligibility criteria.
3. Demonstrated ability to provide emergency relief and community hub services and activities in accordance with specifications.
4. Demonstrated ability to work in a team including with volunteer staff.
5. Previous case coordination experience, preferably within a community not-for-profit based organisation.
6. Demonstrated interpersonal and communication skills.
7. Demonstrated organisational skills and a demonstrated capacity to work flexibly and within tight timelines.
8. Demonstrated ability to interact with people from diverse social, economic and cultural backgrounds.
9. Demonstrated ability to work with minimal supervision.
10. Demonstrated computer/data entry experience including data collection and maintenance.
11. Demonstrated understanding of the need for, and importance of, data and records maintenance.
12. Current First Aid certificate or willingness to obtain within three months.

Desirable Requirements

1. Current NSW Drivers Licence
2. Knowledge of the sector, and local services.



All applicants **MUST** address the Selection Criteria plus provide CV and two current referees, including one from your supervisor at your most recent place of employment.

Applications Close: Friday 19th May 2017. Late applications will not be considered.

Send applications to:

The Manager
Nimbin Neighbourhood and Information Centre
PO Box 20168 Nimbin NSW 2480
Or via email admin@nnic.org.au