

<b>Position Title:</b> Independent Living Unit Coordinator	
<b>Reports to:</b> General Manager Property Services	
<b>Internal VRSLC Relationships:</b> Property Services Department Other VRSLC departments/staff	
<b>External Relationships:</b> ILU clients and their families, health care professionals, DVA, RSL sub branch staff and other external providers	
<b>Purpose of Position:</b> The day-to-day management of the Independent Living Units including admission, discharge and quality service development which promotes independence. Providing social and emotional support to clients with specific needs eg. PTSD or other mental health issues and referring them to appropriate external health care services.	
<b>Key Result Areas Here (what is required to be done)</b>	<b>Performance Indicators Here (how do you know it has been done)</b>
<b>CONDUCT</b>	
Develop and maintain an awareness and role modelling of Vasey RSL Care's vision, purpose and values.	Actions and behaviours in the workplace in line with vision, purpose and values.
Awareness and adherence to Vasey RSL Care Code of Conduct, and policies and procedures.	Complies with organisational policies and procedures.
Work co-operatively and communicate effectively with others as required.	Communication is carried out in a non-threatening, non aggressive and culturally sensitive manner.
	Information and knowledge is shared with others as necessary and appropriate.
	Takes responsibility for own work, and assists other team members or business units where appropriate.

	<p>Interpersonal styles and methods are adjusted to the organisation's social, and cultural environment.</p> <p>Effective professional relationships are developed within the framework of the organisation's social, ethical, and business standards.</p>
<b>QUALITY / CONTINUOUS IMPROVEMENT</b>	
Participate in the continuous improvement process and VRSLC Quality System.	<p>Identifies, responds to and implements continuous improvement within the scope of the position via the Have Your Say process.</p> <p>Carries out Quality Audits as required.</p>
<b>HUMAN RESOURCES</b>	
<p>Attend staff meetings as required.</p> <p>Participate in the VRSLC Staff Performance and Development Review procedure.</p> <p>Report any training / develop needs you identify to your direct manager when you become aware of them.</p> <p>Report any breaches of VRSLC standards that you become aware of to your direct manager</p> <p>Staff Grievance Procedure to be followed to resolve any issues or concerns.</p>	<p>Staff meetings attended as required.</p> <p>Participation in the Staff Performance and Development Review procedure occurs.</p> <p>Training / Development needs reported to direct supervisor when becomes aware of them.</p> <p>Breaches of VRSLC standards are reported to direct supervisor when becomes aware of breach.</p> <p>Staff Grievance Procedure followed to resolve any issues or concerns.</p>
<b>CUSTOMER SERVICE</b>	
<p>Develop effective professional relationships with persons to whom the role provides a service, i.e. customers, which are within the framework of the organisations social, ethical, and business standards.</p> <p>Ensure issues, concerns or problems are recognised, addressed within a reasonable time frame within the scope of this position, or referred to General Manager Property Services in line with VRSLC procedure.</p>	<p>Effective professional relationships with customers which are within the framework of the organisations social, ethical, and business standards are developed.</p> <p>Customer issues, concerns, or problems are recognised, and addressed within a reasonable time frame, or referred to the relevant position, in line with VRSLC procedure.</p>

<b>OHS</b>	
<p>Comply with Occupational Health and Safety Procedures.</p> <p>Respond to emergency situations as directed and in accordance with the Emergency Procedures Manual.</p>	<p>Is compliant with OHS policies and procedures.</p> <p>Co-operates with employer with respect to any action taken by the employer to meet OHS obligations.</p> <p>Takes reasonable care of own health and safety.</p> <p>Takes reasonable care of the health and safety of others.</p> <p>Does not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.</p> <p>In the event accidents / incidents complete an incident report as per the Incident and Injury Management procedure.</p> <p>Responds to emergency procedures as directed and in accordance with the Emergency Procedures Manual.</p>
<b>PRIVACY AND CONFIDENTIALITY</b>	
<p>Maintain privacy and confidentiality in relation to a personal and health information of staff and clients/ residents.</p>	<p>Complies with organisational procedures in relation to privacy and confidentiality.</p> <p>Breaches of privacy and confidentiality do not occur.</p>
<b>BUSINESS ADMINISTRATION / PLANNING</b>	
<p>Actively market VRSLC within the community, with the intent of ensuring a healthy waiting list.</p> <p>Documentation in relation to clients and any related issues as per internal admission and discharge procedure.</p>	<p>Marketing occurs in line with organisational objectives.</p> <p>Documentation as per organisational procedures.</p> <p>Maintain accurate records on appropriate software.</p> <p>Maintenance issues are referred as per Property Procedure 34.</p>

<p>Refer maintenance issues to the Property Services Department as per internal procedures.</p> <p>Initiate service development as required.</p>	<p>Service development carried out as required.</p>
<b>SPECIALIST KNOWLEDGE / TECHNICAL SKILLS</b>	
<p>Attend compulsory training as directed.</p> <p>Remain current with regard to Regulatory Compliance including developing and maintaining a working knowledge of Residential Tenancies 1997.</p> <p>Attend relevant Residential Tenancies Act training with the Community Housing Industry Association and update as required.</p> <p>Maintain and update computer skills including but not limited to Ekey, iCare, internet, e mail, Outlook and Word.</p> <p>Maintain a current working knowledge of the needs of older people specific to members of the Veteran/Ex-Service Community and the social and emotional support needs for specific conditions eg, PTSD and other mental health conditions.</p>	<p>Compulsory training attended.</p> <p>Practice is aligned with current legislation and regulations.</p> <p>Computer skills are maintained and updated.</p> <p>Knowledge of the needs of older people and the Veteran Community developed and maintained.</p>
<b>REGULATORY COMPLIANCE</b>	
<p>Comply with all regulatory compliance requirements.</p> <p>Report any breaches of regulatory compliance to line supervisor as soon as they are identified.</p>	<p>Complies with all regulatory compliance requirements.</p> <p>Breaches of regulatory compliance are reported to line supervisor as soon as they are identified.</p>
<b>ILU SERVICES</b>	
<p>Facilitate and build effective relationships with internal and external clients through appropriate processes, and clarity of service provision to manage customer expectations specifically by:</p>	

<p>Management of ILU waiting list according to internal admission procedure to ensure maximum occupancy.</p> <p>Handle ILU enquiries directly from applicants, RSL sub branch staff, Health professionals and the broader community.</p> <p>Assess and determine allocation and placement of homelessness, eviction from private rental market and applicants in other extenuating circumstances.</p> <p>Allocation of clients to ILUs according to internal procedure.</p> <p>Liaison with clients regarding tenancies issues via telephone, site visits, written and other correspondence.</p> <p>Discharge client as per internal procedure.</p> <p>Manage complaints resolution as per legislative requirements.</p> <p>Facilitate referrals to appropriate VRSLC departments, DVA, RSL branch and other external providers for mental health and other difficulties faced by clients.</p> <p>Management of VCAT process regarding ILU resident issues. Including but not limited to resident eviction and appointment of administrator or guardian.</p>	<p>Waiting list managed as per admissions procure and occupancy level maintained as per Board of management directives.</p> <p>Clients allocated to ILU's as per Admission procedure.</p> <p>Liaison with clients documented in client notes in appropriate software. Responds to messages and requests within 2 working days.</p> <p>Client discharged as per procedure 33.</p> <p>Complaints resolution managed as per legislative requirements.</p> <p>Referrals are made as appropriate.</p> <p>Attending VCAT hearings and reporting outcomes to General Manager – Property Services</p>
<b>NETWORKING &amp; LIAISON</b>	
<p>Network &amp; liaise with relevant peak bodies and other community service providers.</p> <p>Attend Industry Body ILU Task force meetings.</p>	<p>Productive relationships are maintained with peak bodies and other community service providers.</p>
<b>OTHER</b>	
<b>Other duties as required.</b>	<b>Other duties carried out as required.</b>

**Key Selection Criteria – Essential**

Demonstrated experience in a community housing setting.  
 Demonstrated experience providing accommodation support  
 Understanding of the Residential Tenancies Act 1997.  
 Excellent communication skills for relating positively and confidently with our ex-service/veteran clients.  
 Ability to work independently with effective time management skills  
 Demonstrated ability in dealing with challenging behaviours.  
 Computer literacy – word processing, spreadsheets, databases.  
 Current Victorian driver’s license

**Key Selection Criteria – Desirable**

Experience working with veteran/ex-service community  
 Experience dealing with mental health and disability  
 Experience in supporting clients by referral to a range of professional and community services particularly in the areas of accommodation support, mental health, alcohol and wellbeing.  
 Relevant Cert IV, Diploma or tertiary qualification in community sector, social work or related discipline, or equivalent experience in working across the housing support and community services related area.

**Incumbent Statement**

I have read, understood and accept the above position description, which may be amended from time to time.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

<b>Replaces PD :</b>	<b>Unit Manager</b>	<b>July 2016</b>	
<b>Draft Submitted by:</b>	<b>General Manager Property Services</b>	<b>March 2019</b>	
<b>Authorised by:</b>	<b>General Manager Property Services</b>	<b>March 2019</b>	