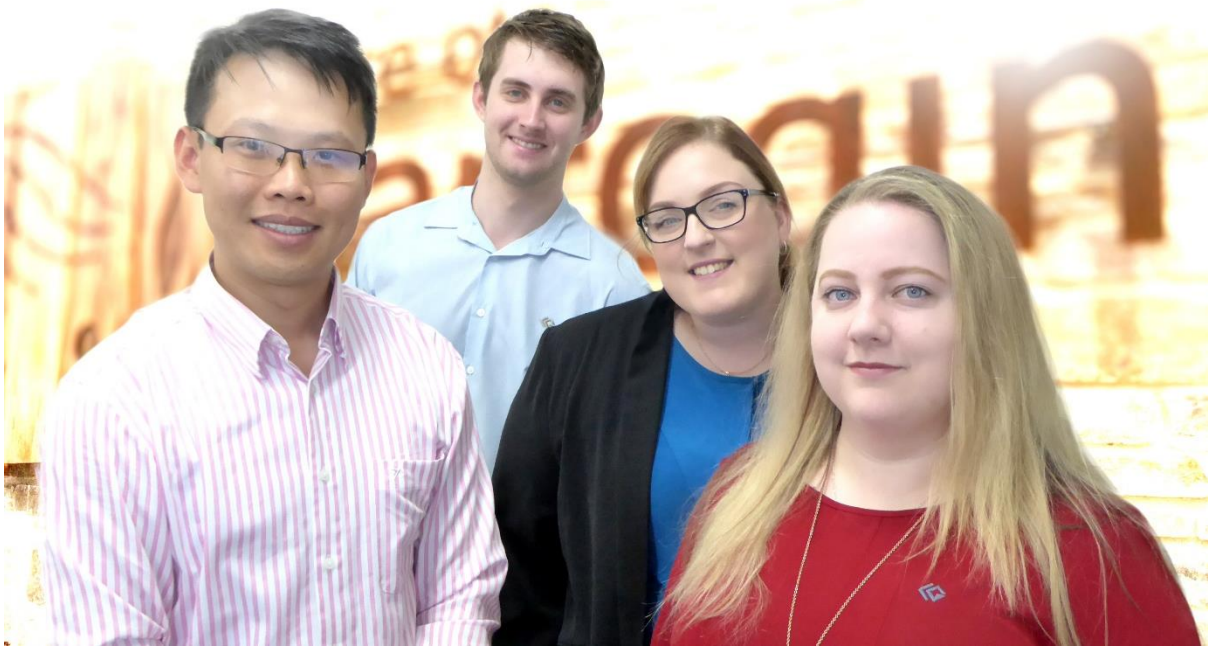


Information for Applicants



Homecare Services Coordinator

Applications close
5.00 pm, 3 March 2025

For more information contact:
Paula Raworth
mcys@narrogin.wa.gov.au
Tel: 08 9890 0900



Homecare Services Coordinator – Package up to \$100,000

Narrogin Regional Homecare

The Shire of Narrogin has an excellent opportunity for a highly motivated, energetic individual to fill the role of Homecare Services Coordinator in the Corporate & Community Services Department.

Playing a key leadership role in overseeing the planning, coordination and delivery of quality home care services under both the Commonwealth Home Support Program (CHSP) and Home Care Package (HCP) program. Reporting to the Manager Community Services this position provide direct supervision to key team leaders, ensuring services are delivered in accordance with funding requirements, quality standard and clients' needs.

Responsibilities include team management, service coordination, stakeholder engagement, compliance oversight and continuous improvement initiatives. The role also requires active participation in recruitment, training and performance management to foster a high-performing team culture, while maintaining strong relationships with clients, families, government agencies and community organisations. Additionally, the Coordinator plays a critical part in risk management, workplace health and safety compliance and financial oversight to support the sustainable growth and effectiveness of Narrogin's Home Services

The successful candidate will be a compassionate and proactive leader with strong team management, operational and stakeholder engagement skills. Experience in aged care management, service delivery and compliance with CHSP and HCP funding would be desirable. With excellent problem-solving, communication, and financial management abilities, they will ensure high-quality client-centred care. Highly organised and ethical they will foster a positive team culture, drive service improvements and enhance community engagement.

To be considered for this role you must submit a written application addressing the selection criteria listed in the position description and provide a copy of your current resume.

An application package is available on the Shire's website or by contacting Paula Raworth on 9890 0900.

Applications should be marked 'Private & Confidential – Homecare Services Coordinator', addressed to the undersigned.

Applications close 5.00 pm, Friday, 3 March 2025.

The Shire of Narrogin is an equal opportunity employer.

Dale Stewart

Chief Executive Officer

Shire of Narrogin

PO Box 1145 Narrogin WA 6312

enquiries@narrogin.wa.gov.au

www.narrogin.wa.gov.au

The Package

Position:	Homecare Services Coordinator
Department:	Narrogin Regional Homecare
Section:	Corporate & Community
Position classification:	LGIA Award: Level 8
Employment type:	Full Time
Location:	Shire of Narrogin & other Local Government Districts as required.

Per annum	\$ Minimum	\$ Maximum
Salary*	\$61,849	\$61,849
Over Award Payment	\$18,197	\$23,354
Total Salary Payable	\$80,046	\$85,203
Superannuation @ 11.50%	\$9,205	\$9,798
Matching Superannuation @ 3.50%	\$2,802	\$2,982
Leave Loading 17.5% (not payable to contract or casual employees)	\$1,078	\$1,147
Vehicle Provision**	N/A	N/A
Housing Allowance	N/A	N/A
Telephone Allowance	Mobile telephone supplied	Mobile telephone supplied
Uniform Allowance	\$350	\$350
Gym Membership (full) (50% discount)	\$520	\$520
Rostered Day Off	19 day month	19 day month
TOTAL	\$94,000	\$100,000

* The package is calculated on a full time wage of 76 per fortnight for a full year. Wages will be paid on actual hours worked.

** Unrestricted Private Use (radius of 250km) from Narrogin townsite.

About Your Application

Preparing Your Application

Your application is the first step towards securing an interview and therefore should be of the highest standard possible.

Whilst emailed applications to enquiries@narrogin.wa.gov.au is preferred, if mailing or delivering the application, it should be stapled in the top left hand corner. Note: Please do not submit applications in plastic folders or include original documents.

Covering Letter

The cover letter is a brief letter outlining the position you are applying for and a brief description of your background and reason for applying for the position.

Addressing Selection Criteria

If the advertisement requires you to address selection criteria, you will need to set out in a separate document entitled "Selection Criteria" and provide evidence of your ability to meet the criteria.

Curriculum Vitae (Resume)

Your Curriculum Vitae should provide personal details (e.g. name, address, contact number) relevant work history, education, training courses attended, qualifications and professional memberships.

Relevant work history should commence with the most recent position you have held, as well as the dates/period of employment. In the description of your work history, give a brief summary of the duties and responsibilities for each of the positions.

Qualifications

Certain positions stipulate that tertiary qualifications or specific certificates are required. As part of the application, candidates should demonstrate that the required level of education or training has been achieved. Please attach photocopies of any relevant qualifications or academic records to the application.

Referees

You should include in your curriculum vitae the names and contact numbers of at least two (2) referees. These referees may be contacted to verify the information stated in your curriculum vitae. Preferably one referee should be your current supervisor or manager, alternatively a supervisor/manager from a previous position may be used.

It is courteous to contact your referees for approval prior to nominating them in the application.

Closing Dates for Applications

Vacant positions with the Shire of Narrogin are advertised for a specific period and close at the time and dates as written in the advertisement. The closing time is the time that the applications are to be received at the Shire of Narrogin offices.

Late Applications Will Not Be Accepted

Short-listing of candidates for interview by the Selection Panel may take up to two weeks after the closing date. The candidates selected for interview will be contacted by an officer from the Shire of Narrogin by telephone to organise a convenient time to conduct the interview.

Preparing for the Interview

To prepare for the interview questions, re-read the Position Description focusing on the Selection Criteria. Think of workplace situations where the relevant skills and abilities have been required to be demonstrated.

Focus on the duties of the position and think about how they would be carried out. Think about the problems that might be encountered and how they could be resolved. Try to identify examples from past experience that might be similar or equivalent.

The Interview Process

The interview panel will generally consist of at least three members. Interviews will follow a set format to ensure equity and fairness to each applicant and will be evaluated in the same manner.

During the interview, the interview panel members will write notes and assess the answers from the candidates in response to the structured questions, ensuring that all applicants are examined in an objective and uniform manner. If a candidate does not understand a question, they should seek clarification prior to providing a reply.

Never assume that the interview panel members know the suitability of individual candidate for the vacant position even though some applicants may have worked with them or have previous experience in the past for which they have applied.

Wherever possible, relate answers to direct experience.

After the Interview

The successful applicant will be contacted by a member of the Interview Panel to verbally offer the position. The Human Resources Department will forward a written offer. All employment is subject to successfully obtaining a National Police Clearance certificate and completing a pre-employment medical and drug & alcohol test, the costs of which will be reimbursed upon commencement.

All unsuccessful applicants will be notified in writing.

Working for the Shire of Narrogin

Located in a picturesque valley surrounded by woodlands, farming country and rolling hills, Narrogin is just a two hour drive south east of Perth and is a major service centre for the region's rich agricultural industry.

The vibrant town is home to about 5,200 residents and is the regional centre for nearby communities including Cuballing, Wickepin, Wagin and Williams, all of which provide a feeder population of more than 10,500 people.

The town's significant infrastructure, health and education facilities and specialty retail outlets also regularly attract more than 9,000 residents from the other outlying shires of Brookton, Corrigin, Dumbleyung, Kulin, Kondinin, Lake Grace and Pingelly.

The Shire of Narrogin is an Equal Opportunity Employer that has a team-oriented and highly motivated workforce which provides quality services and facilities to residents and visitors to the Shire.

Whilst most conditions of employment are covered in the Letter of Appointment and/or Employment Contract, all other governing matters fall within the [Industrial Relations Act 1979 \(WA\)](#) and the [Minimum Conditions of Employment Act 1993 \(WA\)](#) and Council's adopted [Code of Conduct](#).

All or some of the following benefits may apply to your position at the Shire of Narrogin:

Local Government Career

There are currently 138 Local Governments in Western Australia (and two Territories). Whether it be a large organisation or a small team, a career in Local Government is an opportunity to make a real difference.

Hours of Work

Varies depending on the position held, most office employees work Monday to Friday, minimum 152 hours per month. Most 'outside' employees work Monday to Friday, from 6.30am to 4.00pm during the summer months and from 7.00am to 4.30pm during the winter months.

Rostered Day Off (RDO)

A RDO system is in place for eligible Shire employees. One day off per month for full-time Administration, Library, Caravan Park, Narrogin Regional Homecare and Narrogin Regional Leisure Centre employees (other than Executive staff) and one day off per fortnight for employees that work in the Works and Services Division.

Up to 15% Superannuation (combined contribution)

As well as the required 11.50% superannuation contributions the Shire is required to make on behalf of its employees, contributions made by the employee to their own Superannuation Plan will be matched by the Shire up to a maximum of 3.50%.

Annual Leave - 17.5% Leave Loading

For employees not defined as casual, four weeks annual leave is payable after 12 months' service. Leave Loading of 17.5% is paid on annual leave for permanent staff not on contract.

13 Weeks' Long Service Leave

All permanent employees of the Shire are entitled to 13 weeks long service leave after completing 10 continuous years' service in Local Government. Long service leave accruals are transferable between all local government authorities in Western Australia.

Personal Leave

Personal/carer's and bereavement leave is as per the National Employment Standards.

Employees Training and Development Opportunities

To maximise the potential and skills of its employees, the Shire is committed to supporting employees' training and education and providing professional development opportunities to employees as appropriate and encourages senior employees' attendance at State Conferences.

Probationary Period

A position may be subject to a probationary period.

Study Leave and Funding

Study leave assistance may be extended at the discretion of the CEO.

Competitive Salary

A competitive salary will be offered relevant to the position level within the Shire.

Salary Packaging

Salary packaging is available for permanent employees (eg package car and/or laptop).

Employee Incentive Scheme

Employees are able to participate in a reward scheme which enables employees to receive an amount not exceeding \$200 in cases where they have put forward good suggestions which have been adopted and resulted in savings and improved efficiency to the Shire.

Annual Performance Reviews

All employees are entitled to an annual performance review. The reviews are linked to possible salary review and highlights training requirements for the relevant position.

Internal Promotion and Acting Opportunities

The Shire encourages all employees to fulfil acting positions where available and endeavours to promote existing employees when a vacancy arises.

Subsidised Corporate Uniform – Office Employees

All permanent employees are entitled to a subsidised annual allowance toward the Local Government uniform.

Personal Protective Equipment

All necessary protective clothing and equipment is supplied by the Council to ensure your safety.

Smoke Free Working Environment

The Shire Administration office, Depot, Library, Homecare, Narrogin Regional Leisure Centre and all workplaces including vehicles are smoke-free working environments.

Health and Wellbeing Programme

Various programmes are regularly conducted for Shire employees such as Flu vaccines and sun screen checks and full health assessments. These programmes are free to employees.

Vaccinations

Vaccinations from time to time, such as COVID-19, may be compulsory under Government of WA mandates and Health Directions for certain classes of employees including environmental health officers, frontline employees that have regular and close direct contact with aged and vulnerable clients and customers. This is also due to Commonwealth funding requirements, with respect to all Narrogin Regional Homecare employees, whether permanent or casual.

In addition, in the event of a lock down or similar restrictions, all employees at the following work locations may be required to be fully vaccinated, to continue to attend work:

- Narrogin Regional Homecare
- Caravan Park
- Refuse Site
- Works Depot (Mechanical, Parks & Gardens, Construction & Maintenance, Depot Admin)
- Library
- Ranger Services
- Shire Administration Office.

Exemptions may be available through a General Practitioner, that confirms that to receive a vaccination, would compromise their health, due to an existing underlying health condition.

In limited circumstances, those that are not fully vaccinated, may receive temporary approval to work from home, on a case by case basis.

Equal Opportunity Employer

The Shire's Equal Employment Opportunity goals are designed to provide an enjoyable, involving, harmonious work environment for all employees where each has the opportunity to progress to the extent of their ability.

Job Share and Part Time Opportunities

The Shire supports the principle of job sharing and part time employment, with various part time positions currently occupied within the Shire.

Modern Office Facilities

The Narrogin Shire Administration Office, Library, Narrogin Regional Leisure Centre, Narrogin Regional Homecare, and Works Depot Office are all modern, spacious, air-conditioned buildings.

Kitchen Facilities

The Shire Administration Office and Works Depot has a modern kitchen/lunch room for employees use.

Employee Corporate Functions (e.g. Farewell & Christmas Functions)

The Shire provides an annual Christmas Function for all Elected Members, employees and their families as well as other occasional functions throughout the year.

Friendly Work Environment

A great team-oriented, friendly environment makes working with the Shire an attractive employment option with great prospects / career advancement within the Shire and in local government in general.

Work Experience Programme

The Shire is dedicated to giving young people the opportunity to utilise the work experience programmes through their School, enabling them to work in their area of interest.

RRR – Reduce Reuse Recycle

The Shire of Narrogin is committed to promoting environmentally conscious development and to creating a more sustainable community.

Gymnasium or Swimming at lunchtime – Discounted Membership

The Shire Administration Office is located within close proximity to the Narrogin Regional Leisure Centre. A 25-metre heated pool and fully equipped gymnasium is available to all staff who wish to visit as an occasional patron or take advantage of 50% discount to membership packages at the Centre via salary sacrifice.

Family Friendly Environment

The Shire Administration Office is a family friendly environment and recognises the importance of a working/family life balance.

Voluntary Employee Involvement in Community Events

Employees are able to be involved in various events which the Shire organises and/or supports within the community.

Close to Early Education, Schools and the Agricultural College

For those with children, all work locations are within close proximity to the Narrogin Regional Childcare Centre, three choices of Primary Schools, the Senior High School (to year 12) and the Agricultural College (years 10 – 12).

Counselling Services

The Shire offers support on a range of work-related issues. Short term counselling aims to provide local government workers, elected members and bushfire volunteers with support for a wide variety of work-related issues such as work relationships, conflicts at work and other work-related issues. To access this service an individual must be referred to LGIS by the local government by using the approved referral form, which will entitle the individual up to 6 sessions.

Free Parking

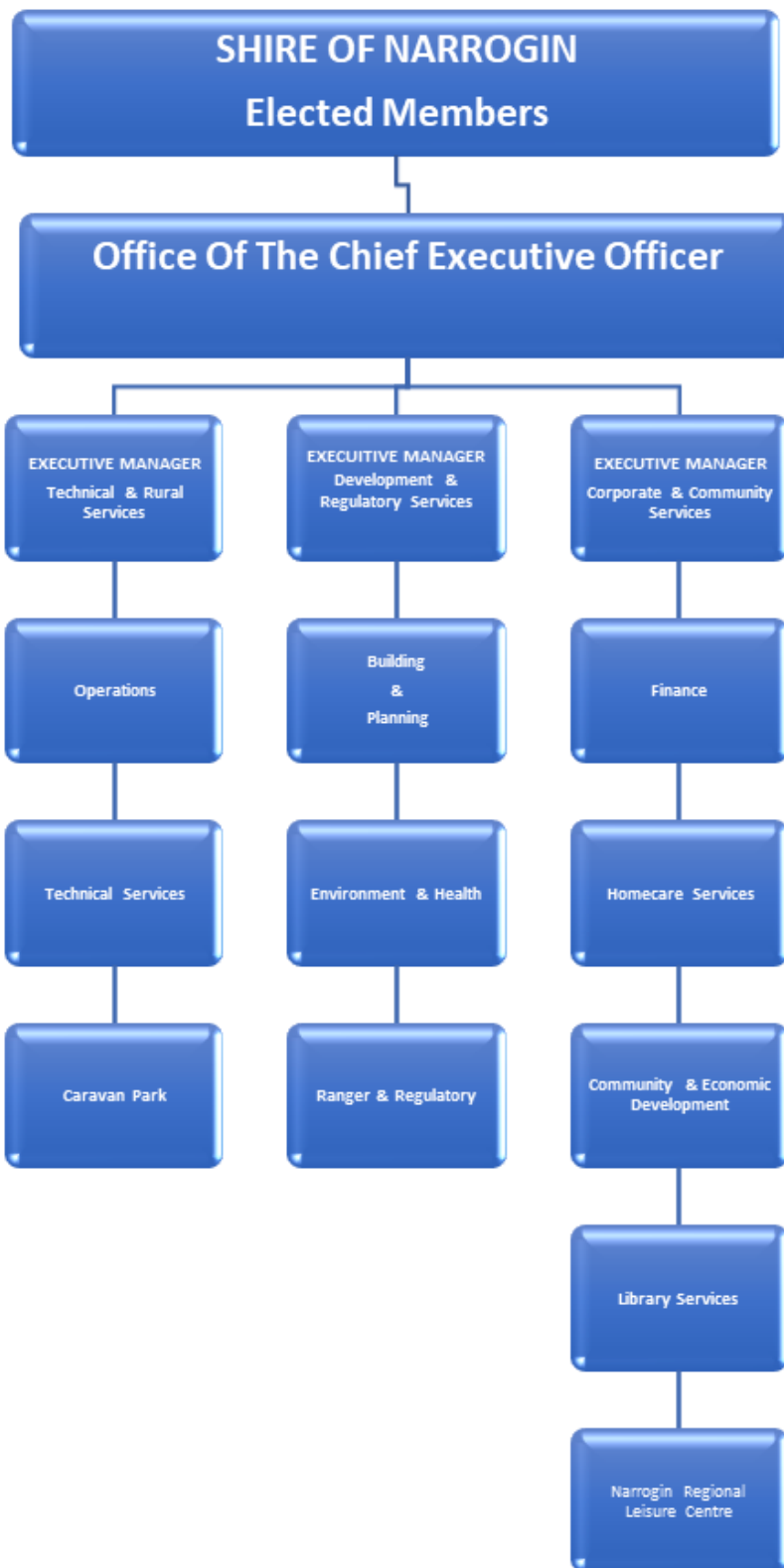
The Shire has free on-site parking facilities for all employees.

Electric Vehicle Charging Stations

Six (6) dedicated Hybrid or Electric Vehicle car parking / charging stations free for employees to park and use if based at the Administration Office.

For further information please contact the Payroll Officer on telephone 9890 0900 or email payroll@narrogin.wa.gov.au.

Organisational Structure



Position Description

Homecare Services Coordinator

POSITION DETAILS

Position:	Homecare Services Coordinator
Directorate:	Corporate and Community Services
Department:	Homecare Services
Position classification:	Level 8
Employment type:	Full Time
Location:	Jessie House, 30 Clayton Road, Narrogin.

ORGANISATIONAL RELATIONSHIPS

Responsible to:	Manager Community Services
Supervision of:	Clinical Care Supervisor Client Services Supervisor Jessie House Supervisor Finance and Administration Officer

Internal and External Liaison:

Internal -	Executive Managers Managers Shire Staff
External -	Clients and Client Families Community Groups, Commonwealth and State Funding Agencies Allied Healthcare Government, Non-Government and Not for Profit
Organisation's	Project and Program Stakeholders

1. POSITION OBJECTIVES

- This position will work to deliver quality coordination, planning, development and delivery of high quality and sustainable Homecare Services.

You will contribute to and drive a culture that embodies our organisational values CARETT:

Care – “We display kindness and concern for one another and our community”;

Accountability – “We accept responsibility for our actions and outcomes”;

Respect – “We treat everyone how we would like to be treated”;

Excellence – “We go the extra mile to deliver outstanding services”;

Trust – “We share without fear of consequences”; and

Teamwork – “We work together for a common goal.”

- This position has clear expectations to role model the performance standards, values, behaviours, and attitudes that are integral to our workplace culture and stakeholder reputation as an organisation of excellence.
- This position plays a key role in Homecare Services as part of Community Services and working collaboratively across the Shire of Narrogin to champion our vision to be a leading regional economic driver and a socially interactive and inclusive community to deliver the Strategic Community Plan, Corporate Business Plan and other key projects in consultation with the Narrogin Community.
- This position is accountable to the Manager Community Services and will be focused on the service needs of the Narrogin Homecare clients.
- This position is to provide line management and coordination within a team responsible for Homecare Services delivering Community Home Support Program (CHSP) and Community Home Care Program (CHCP) support.
- This position ensures that services are coordinated in accordance with quality standards and funding requirements.

4. KEY DUTIES / RESPONSIBILITIES

- Model positive safety behaviours and lead Workplace Health and Safety compliance of relevant policies, procedures, and legislative requirements.
- Deliver an outcomes-focused and value-adding culture where leaders and staff take personal accountability for delivering on Council’s Corporate Plan and policies.
- Follow reasonable directions to maintain business continuity of critical business activities in the event of an unplanned disruption, including but not limited to a disaster or event
- Provide day to day supervision to staff to help build a high performing team with a strong culture that is innovative and resilient to change and adaptive to new demands.
- Coordinate and operate an on-call system to ensure out of hours support for personal care staff 8 am – 7 pm including weekends.
- Coordinate recruitment, induction and training for Homecare services including annual performance reviews for Narrogin Regional Homecare staff.
- Contribute and exemplify effective staff communication.

- Convene regular team meetings to identify performance trends, issues, improvements and strategies to achieve compliance with performance targets, quality and risk management requirements.
- Support the Manager Community Services to prepare reports on the services for the Shire and funding bodies.
- Provide technical and specialist advice/support, to the team, senior officers across council, and key stakeholders in relation to Homecare services in the Narrogin community.
- Respond to enquiries and referrals from individuals and external agencies and allocate accepted referrals for assessment, based on agreed policy, criteria and procedures.
- Coordinate and where applicable participate in ensuring assessment and intake forms for Respite clients are completed including liaison with family members, Carers WA and other parties.
- Ensure that the comprehensive system of client records and statistical data for accountability to Council and funding bodies is maintained.
- Participate in relevant meetings both within the Shire and externally to ensure that knowledge of the Shire and external services and programs are up to date, and to form professional relationships for the benefit of client outcomes.
- Coordinate and where applicable participate in ensuring home based assessments of care needs and Occupational Health and Safety assessment of the homes of clients.
- Coordinate in ensuring every client has an agreed written care plan that is goal directed and time limited; is service specific, has a review date and if appropriate, has a referral action plan and /or information provided on health promotion or social activities.
- Ensure that the services offered are responsive to client goals and care needs.
- Make appropriate referrals to other services within agreed timeframes.
- All other duties relevant to the department as directed by the Manager Community Services.

5. SELECTION CRITERIA

Qualifications:

- Experience in providing direct line management and supervision in a community Homecare services context;
- Demonstrated experience in Aged Care case management, care planning and assessment.
- Hold a current unrestricted C-class national driver's licence.

Experience:

- Experience in customer focused environments.
- Sound experience in program and service development, coordination and evaluation.
- Developed liaison, consultation and negotiation skills.

Skills:

- Ability to manage personal workload, within timelines, whilst maintaining a customer service focus.
- An ability to analyse difficult situations and seek solutions that effectively address the issue

and are resource efficient.

- Responsible for operational level human resource management, including WH&S strategies and risk management.
- Coordinate and motivate a team that leads to positive work outcomes.
- Excellent communication skills and the ability to resolve issues.
- Problem solving skills that have different levels of complexity
- Capacity to work cooperatively with a wide range of individuals in the Aged and Disability Services sector, community groups, the public and various levels of Government.
- Strong advocacy, negotiation and conflict resolution skills.
- Ability to participate in the decision-making process and be responsible and accountable for performance.
- Proven ability to gain co-operation of key stakeholders in the development of service options and policy change.

Knowledge:

- Knowledge of database software and current Microsoft Office IT Suite.
- An understanding of issues relating to the Age Care industry is desirable.
- Good knowledge of the Shire of Narrogin's community, services and facilities.

6. EXTENT OF AUTHORITY

- The position operates under the broad direction of the Manager Community Services.
- Ensure the effective management of budgets and financial performance.
- Provide direction and support to staff by supervising and developing staff under their direction.
- Ensuring programs and services are carried out in accordance with relevant legislation, policies, budgets and Council guidelines.
- Ensure appropriate time allocations are made to each service area within position.

7. WHS REQUIREMENTS

- Follow all Work, Health and safety guidelines, policies and procedures.
- Ensure own safety and avoid adversely affecting the safety and health of any other person through any act or omission at work.
- Oversee safety management across the Homecare Services Department in conjunction with the relevant Occupational Health and Safety representatives.
- Undertake risk assessment, hazard identification and control and conduct accident/incident/near misses investigation and documentation.
- Assist with any Work Injury Management Programs.
- Assess possible hazards, recommend and initiate appropriate solutions.
- Report all accidents, incidents, near misses and hazardous situations arising in the course of work.

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