

**POSITION DESCRIPTION**  
Occupational Therapist  
Grade 2

<b>Position Title:</b> Project Coordinator (Occupational Therapist Grade2)	
<b>Section:</b>	Client Services Department
<b>Hours:</b>	Full Time
<b>Reports to:</b>	CEO
<b>Location:</b>	Kew Central Office and outreach work in metropolitan area
<b>Award/Agreement:</b>	Health Professionals & Support Services Award 2010
<b>Date prepared:</b> July 2015	<b>Date reviewed:</b> July 2017

<p><b>Position Purpose:</b></p> <p>The Project Coordinator is responsible for achieving the organisations mission of designing, making or modifying equipment for people with a disability whose needs cannot be met commercially. This role includes providing advice and service to clients and carers, referral to other organisations able to assist when Solve cannot and the coordination of technical volunteers assigned to projects.</p>
<p><b>Organisation Mission:</b></p> <p>To solve equipment related problems faced by people with disabilities, of all ages, through the design, construction or modification of equipment where the need cannot be met commercially.</p>
<p><b>VALUES:</b></p> <p><b>Service-</b> we work together to enable people with disabilities to achieve their goals</p> <p><b>Outcomes-</b> we provide innovative, quality outcomes</p> <p><b>Listening-</b> we respect people and take time to listen and respond to their needs</p> <p><b>Volunteerism-</b>we value time and skills freely given</p> <p><b>Ethics-</b> we plan and manage our resources responsibly and ethically</p>
<p><b>Position Dimension:</b></p> <p>The Project Coordinator is responsible for the day to day management of projects and is expected to exercise initiative and problem solve with considerable autonomy under direction from the CEO. This position operates according to the ethical standards and protocols applicable to the incumbent’s professional discipline, and the service standards, policies and procedures of the organisation.</p>

KEY ACCOUNTABILITIES		
Key Result Area	Major Activities	Performance Measures
<b>Service: Ensure our services meet client's needs to a high standard</b>	<ul style="list-style-type: none"> <li>• Maintain strong knowledge of commercially available aids and modifications and how to find out about them</li> <li>• Assess individual client needs in relation to a specific project request and match these needs with a volunteer who has appropriate skills, expertise and experience</li> <li>• Arrange initial visit with client, their team (which may include family, carers, health professionals and teachers) and volunteer assigned to the project</li> <li>• Together with volunteer visit the client in the setting in which the aid or modification will be used and assist in development of the design brief</li> <li>• At all times act in a manner which will empower the full participation of the client in the project design process</li> <li>• Monitor progress of the project via telephone, email etc. and arrange for further visits as appropriate</li> <li>• On completion of project follow up on outcome with client, referring agent and volunteer via phone and/or visit</li> <li>• Record details during the progress of project with photos, and/or videos and progress notes</li> <li>• At all times maintain privacy and confidentiality of both clients and volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of commercially available aids and equipment</li> <li>• Client referrals/requests are assessed and clients/carers contacted within the Standards of Service</li> <li>• Projects are completed and records are updated accurately within Standards of Service</li> <li>• Adherence to Privacy policies at all times</li> <li>• Client feedback survey demonstrates that clients were central to design process</li> <li>• Project notes are up to date and accurately documented</li> </ul>
<b>People: Staff and volunteers are the right fit and well trained and supervised</b>	<ul style="list-style-type: none"> <li>• Recognise the values of the organisation and work collaboratively with staff and volunteers to build a cohesive team</li> <li>• Participate in the selection of volunteers</li> <li>• Provide feedback to all volunteers to reinforce their contribution and commitment, complete the appropriate paperwork for new volunteers</li> <li>• Act as a resource for volunteers, researching previous projects, linking volunteers with other volunteers who may have the skills, knowledge or workshop facilities pertinent to projects</li> <li>• Participate in the ongoing education of volunteers through presentations at</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates that has effective working relationships with staff and volunteers</li> <li>• Evidence of participating in volunteer interviews</li> <li>• New volunteers are monitored using the pro forma, others are provided feedback on a needs basis</li> <li>• Positive feedback from volunteers has been received</li> <li>• Has participated in volunteer education</li> </ul>

	<p>volunteer meetings, training and Branch Days and provide ideas/information for articles for Solve Newsletter</p> <ul style="list-style-type: none"> <li>• Assist volunteers in communication with the client and provide volunteer with relevant information on disability</li> <li>• Attend and contribute to regular project and staff meetings as agreed</li> <li>• Maintain project statistics, record of hours worked and personal expenses</li> <li>• Participate in the Performance Management Program</li> </ul>	<ul style="list-style-type: none"> <li>• Contributes actively to staff and project coordinator meetings</li> <li>• Keeps accurate records</li> <li>• Participates in performance appraisal and review, keeps evidence.</li> </ul>
<b>Profile: Promote Solve effectively</b>	<ul style="list-style-type: none"> <li>• Assist in the positive promotion of the organisation and its services in all contacts with the community and stakeholders</li> <li>• Assist in the dissemination of the organisations message to the broader community to enhance the community's understanding and acceptance of the equipment needs of people with disabilities</li> <li>• Present talks to consumer groups, service providers etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Is proactive in identifying opportunities to promote organisation</li> <li>• Participates in preparing and conducting presentations to various groups</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Actively participate in quality improvement activities</li> <li>• Maintain records according to policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Complies with work practices and policies and procedures of organisation</li> <li>• Makes recommendations for improvements</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Models the Solve Values at all times</li> <li>• Undertake special projects or reports when requested by CEO</li> <li>• Perform all duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates the Solve values</li> <li>• Undertakes additional projects work when requested and completes to a high level</li> <li>• Demonstrates flexibility</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Protect the health and safety of self and others, complying with all health and safety related policies and procedures</li> <li>• Attend all required health and safety training</li> </ul>	<ul style="list-style-type: none"> <li>• Adheres to OH&amp;S policy and is proactive in identifying hazards or problems</li> <li>• Attended all training</li> </ul>

**KEY SELECTION CRITERIA-Personal Attributes**

**Analytical**

- Understands and interprets complex information
- High level of problem solving skills

**Achieves Results**

- Takes a proactive approach and completes tasks within service standards
- Accepts responsibility for implementation of a task/action

**Forges Relationships and engages others**

- Works effectively and collaboratively with others by building sound relationships to achieve outcomes
- Contributes to team spirit by engendering teamwork and cooperation

**Exemplifies personal drive and professionalism**

- Clearly delivers information and aims for best outcomes for clients
- Communicates effectively both verbally and in writing
- Has integrity and is reliable and trustworthy
- Adapts to changing circumstances and is flexible in meeting client's needs

**Valuing differences**

- Shows respect for the supervisors, colleagues, clients and volunteers
- Respects that others have different ideas and behaviour

**KEY SELECTION CRITERIA- Specialist Knowledge**

**Qualifications and Experience**

**ESSENTIAL:**

- Bachelor of Applied Science-(Occupational Therapy)
- Current registration with AHPRA
- Current Victorian Driver's Licence
- Highly developed conceptual and analytical skills and the expertise to resolve complex problems
- Ability to communicate effectively with a wide range of people, including a diverse client base, community service agencies, community groups, volunteers and individuals who have limited resources
- Skill in the evaluation and implementation of evidence based Occupational Therapy practice and modification of service delivery
- Knowledge of and commitment to continuous quality improvement
- Experience working with people living with a range of disabilities
- Competent computer skills in Outlook and Microsoft Office Suite

**DESIRABLE:**

- Post graduate qualifications or interest in pursuing further qualifications in Occupational Therapy, rehabilitation, health management or a related field
- Experience in working in a client centred team structure

**OTHER:**

- Eligible to work in Australia
- Current Working with Children's Check
- Have own car (for occasional use when pool car is unavailable)
- Satisfactory completion of staff screening processes including criminal records check

**PRE EXISTING INJURY**

Prior to any person being appointed to this position, disclosure of any pre-existing injuries or disease that may be affected by employment in this position is required.

