

Position Title	Coordinator In Home Support
Directorate	Community Strengthening
Department/Business Unit	In Home Support
Team	Community Care
Classification	Band 8
Month/Year	August 2026
Reports to:	Manager Community Care
Supervises:	In Home Support Team Leader, Home Maintenance Team Leader, BSO Client Services
Internal Liaison:	• Director Community Services • Manager Community Care • Community Care staff • Direct reports • Finance, Community Planning & Organisational Development staff
External Liaison:	• Partnership organisations • Clients, carers, families and other residents • Aged & Disability Service providers • Department of Human Services • Community agencies

Position Objectives

Coordinate In Home Support services to deliver high-quality, person-centred support that promotes clients' wellbeing, independence and quality of life. Ensure services are delivered safely, efficiently and in line with organisational goals, quality standards and compliance requirements.

Key Responsibilities

- Coordinate the day-to-day delivery of In-Home Support services to meet client needs and service targets.
- Support clients to achieve positive outcomes and maintain independence at home through person-centred service delivery.
- Monitor service quality, client satisfaction and performance outcomes, identifying opportunities for continuous improvement.
- Ensure compliance with relevant legislation, standards, policies and procedures.
- Assist with workforce coordination, including scheduling, resource allocation and staff support.
- Contribute to achieving budget, operational and annual plan targets.
- Build positive relationships with clients, families, staff and community stakeholders.
- Support the implementation of service improvements, strategic initiatives and service growth opportunities.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Tertiary qualification in Nursing, Allied Health, Social Work or a related field, with experience in aged care and community care services.
- Strong understanding of aged care and community care policies, programs and service delivery.
- Demonstrated ability to lead, support and motivate staff to achieve positive outcomes.
- Experience coordinating community-based services and managing day-to-day operations.
- Proven ability to develop, manage and monitor budgets and resources effectively.
- Ability to develop and implement operational plans and service improvements.
- Demonstrated commitment to providing high-quality, client-centred care.
- Strong focus on continuous improvement, quality and compliance.

- Well-developed verbal communication skills, with the ability to build relationships and work effectively with clients, families, staff and stakeholders.
- Well-developed written communication skills, including report writing and preparation of funding submissions.
- Understanding of the needs of people from diverse, disadvantaged and under-represented communities.
- Strong organisational, problem-solving and decision-making skills.
- Current Victorian Driver Licence.
- Current Police Check and Working with Children Check, or willingness to obtain and maintain them.

As part of the Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check (Employee Check)
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☐ ongoing First Aid (Level 2)
- ☐ ongoing Cardiopulmonary Resuscitation (CPR)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Strategic Planning and Development	• Facilitate the development of business plans, including long-term goals, outcomes, initiatives and actions to be taken. • Ensure the service meets the changing needs of service users. • Contribute to the ongoing review, development and continuous improvement of Council's Community Care services, Council Plan initiatives, and other Council programs and services. • Source avenues for increased funding and develop submissions for increased recurrent funding and capital works. • Develop networks and partnerships with external organisations and other community care providers in order to share knowledge and enhance client services. • Recommend changes to services based on future demand, internal and external factors and customer input. • Plan, develop and implement a range of full cost recovery services. • Oversee the development and implementation of strategies, practices and procedures to minimise risk and hazards and reduce injuries.
Staff Management and Leadership	• Provide effective leadership, supervision and professional support to the unit in meeting the challenges of operating in a competitive environment. • Undertake human resource management activities as required in relation to direct reporting staff. • Act as an effective change agent.
Resource Management	• Ensure necessary financial and human resources are available to sustain quality service provision. • Ensure all relevant Council, legislative, funding and policy requirements are met. • Identifying and pursuing funding opportunities for Community Care Services. • Preparation of annual budget and forecasts and ongoing budget monitoring.
Service Integration	• Ongoing planning, development and review of the integrated Community Care service delivery model.
Professional Development	• Pursue professional development opportunities to keep abreast of changing legislation, new trends, developments and best practice. • Actively participate in special interest groups. • Represent Council positively at all times and foster positive working relationships across Council and with project partners and stakeholders. • Identify professional development needs and opportunities for In Home Support staff.
Working out of Hours	• This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis.

First Aid Activities	Coordinators are responsible for: - ensuring that there is adequate coverage for the provision of First Aid within their work area - providing for the continuity of training of Designated and First Aid Certified Officers DFAOs and FACOs - the supervision and effective execution of their duties.
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Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are found on The Source > [Capability Framework | Greater Dandenong Council](#)

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are found on The Source > People, Culture and Safety > [REACH | Greater Dandenong Council](#)

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: - Take reasonable care of their own health and safety. - Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. - Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. - Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. - Participate in health and safety training programs and initiatives. People managers have additional responsibilities to: - Develop, implement, promote and review Council's OHS management system within their area of responsibility. - Work with Health and Safety and People and Change departments to ensure accurate and timely OHS reporting, and implementation of health and safety culture, policies, procedures, and training programs. - Ensure employee compliance with relevant OHS regulatory requirements through local and corporate policies and procedures to provide and maintain a safe work environment, including providing training and guidance on OHS responsibilities. - Monitor and review workplace environment to identify, manage and respond to any health and safety hazards and risks, including psychosocial.
Child Safety	- Demonstrate and promote a strong commitment to child safety, equity and inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards and foster this commitment across their team. - Ensure compliance with the Child Safety and Wellbeing Policy, Child Safe Code of Conduct, and all child safe policies and procedures, and support staff to understand and meet these requirements.

	Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations, and support staff to understand and meet these requirements.
Climate Change & Sustainability	Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	- Remain mindful of the requirements of the Victorian Charter of Human Rights at all times - Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. - Perform other duties as directed within the limits of acquired skills, knowledge, and training. - At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees. - At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	- Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: - zero tolerance of racism and expectations that staff will act on incidents of racism - supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	Prevent and address violence against women and workplace sexual harassment, including by modelling acceptable behaviour, responding decisively to improper conduct and properly managing initial disclosures

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours on an ad hoc, as needs basis. These hours will be subject to penalty or overtime rates.
- ☐ This role may be subject to work related contact outside of normal business hours. This position may require participation in an on-call roster. (Refer to 'Working out of hours' under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		☐	☐	☐	☒
Team based work – <i>works in a team of people and not exposed to isolation</i>		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		☐	☐	☒	☐
Concentrating – <i>high levels of concentration required while completing required tasks</i>		☐	☐	☒	☐
Planning and sequencing tasks and activities		☐	☒	☐	☐
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		☐	☐	☐	☒
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		☐	☐	☐	☒
Reasoning – <i>required to exercise sound reasoning while completing all aspects of the position within defined scope</i>		☐	☐	☐	☒
Judgement – <i>required to exercise sound judgement while completing all aspects of the position within defined scope</i>		☐	☐	☐	☒
Short and long-term memory recall – <i>ready access to documented procedures or precedents to perform requirements of the position</i>		☐	☐	☒	☐
Emotional resilience – <i>exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control</i>		☐	☐	☒	☐
Interruptions – <i>frequency of interruptions to daily work plans and requirement to change work plans at short notice</i>		☐	☐	☒	☐

Physical Requirements

- ☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion.
- ☐ This position requires a vision test
- ☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		☐	☐	☒	☐
Standing – standing in an upright position, moving less than 3 steps		☐	☒	☐	☐
Walking – In an upright position, moving more than 3 steps		☐	☒	☐	☐
Crawling – Move on the hands & knees or by dragging the body close to the ground		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		☒	☐	☐	☐
Kneeling – To lower the body		☒	☐	☐	☐
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		☒	☐	☐	☐
Reaching – Extending arms out in any direction		☒	☐	☐	☐
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		☒	☐	☐	☐
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		☒	☐	☐	☐
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		☒	☐	☐	☐
Writing/typing		☐	☐	☐	☒
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – Performing manual handling actions at or near ground level		☐	☒	☐	☐
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		☒	☐	☐	☐
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		☒	☐	☐	☐
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		☒	☐	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☒	☐	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

Accountability and Extent of Authority

- May manage resources and / or regulatory or specialist units and / or develop and interpret policy.
- Where the prime responsibility is for resource management the freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken in this Band may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.
- Where the prime responsibility is to manage regulatory or specialist units, the freedom to act is governed by the goals and policies of the organisation and by statute and subordinate legislation. Decisions and actions taken at this level may have a substantial effect on the community or sections of it.
- Where the prime responsibility is to develop policy options and strategic plans, the freedom to act is wide and limited only to the areas nominated by Employer or the corporate management. The advice and counsel provided by these positions is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon the organisation and / or the community.

Judgement and Decision-Making Skills

- May involve both problem solving and policy development. Methods, procedures and processes are less well defined and employees are expected to contribute to their development and adaptation.
- The work will typically require the identification and analysis of an unspecified range of options before a choice can be made.
- Will identify and develop policy options in their own functional area for consideration and choice by their Manager or by Employer.

Specialist Knowledge and Skills

- Require proficiency in the application of theoretical or scientific approaches in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.
- Require an understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and socio-economic and political context in which it operates.
- A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

Management & Interpersonal skills

- May involve supervision of large numbers of employees or the supervision of tertiary qualified employees or employees with extensive experience.
- Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.
- Require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives. Employees at this level must be able to lead, motivate and develop other employees.

Qualifications and Experience

- The skills and knowledge needed for entry to this Band are beyond those normally acquired through a Degree course and experience in the field of the employee's specialist expertise alone.
- Typically, the necessary skills and knowledge would be gained through further formal qualifications in the field of expertise or in management, or through at least four years of experience in another specialised field.

- Alternatively, they might be acquired through lesser formal qualifications together with extensive and diverse experience, or intensive specialist experience.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			