

CCS Regional Coordinator

Position Details

Location	Alpha Jericho, Barcaldine, or Aramac Muttaborra District Regional work and travel as required
Status	Full time, Ongoing Subject to Council's capacity to pay, funding, and employee performance
Industrial Instruments	Queensland Local Government Industry (Stream A) Award – State 2017; Barcaldine Regional Council Certified Agreement 2025
Classification	Minimum Level 7.1
Reports to	Director Corporate and Economic Development
Direct Reports	Provides supervision and direction to assigned employees as determined by Council's organisational structure

About Council

Barcaldine Regional Council, located in the heart of the Central West of Queensland, is committed to providing exceptional services to the Barcaldine region, which includes the communities of Alpha, Jericho, Barcaldine, Aramac, and Muttaborra. With a wealth of talent within the organisation, and amazing facilities, we have created a vibrant workplace that blends old-fashioned, small-town charm with a rich indigenous history. We honour the Iningai and Bidjara peoples, the Traditional Custodians of this land, and embrace the diversity of Elders and community members.

Barcaldine Regional Council strives to provide our employees with a safe, secure, and supportive environment, where employees are encouraged to live by our values and reach their full potential. Our vision is to have a positive, sustainable, and innovative workplace, ensuring a bright future for all.

Our Values



HONESTY

WE ALWAYS TELL THE TRUTH



EMPATHY

WE WILL SEEK TO LISTEN AND UNDERSTAND THE PERSPECTIVES OF OTHERS. WE WILL TREAT ALL WITH KINDNESS



ACCOUNTABILITY

WE WILL TAKE RESPONSIBILITY FOR OUR CHOICES, ACTIONS, BEHAVIOURS, PERFORMANCE AND DECISIONS



RESPECT

WE WILL BE PRESENT, VALUE OTHERS AND WELCOME DIVERSITY



TRUST

WE WILL GAIN THE TRUST OF OTHERS BY LIVING OUR VALUES

Key Responsibilities

General Responsibilities:

- Serve as the point of contact, advocate, and informational resource for the Community Care Services team, patients, families, and community resources.
- Facilitate and attend meetings between participants, families, care teams, and community resources as needed.
- Lead, develop, and support a client-focused team of staff and volunteers who manage the provision of support services to eligible aged care recipients.
- Ensure the delivery of high-quality services by staff that meet all relevant compliance and team performance indicators.
- Ensure services are delivered in alignment with quality standards that upholds the rights, dignity, choice and cultural safety of eligible service participants.
- Manage positive team dynamics, fostering productive working relationships and promoting a safe and supportive workplace culture.
- Drive formal leadership, learning, and coaching initiatives for team members, ensuring continued professional development.
- Provide ongoing supervision, coaching, support, and constructive feedback to address individual and team capability gaps and grow potential.
- Monitor individual participants' budgets, service activity, and funding utilisation to ensure services are delivered in accordance with allocated funding per quarter.
- Carry out other duties as directed by the CEO as may be necessary within skills, competencies, and training.

Stakeholder Engagement:

- Develop and implement flexible work plans in conjunction with Community Care Services team leaders. These plans should outline objectives, strategies, activities, performance indicators, intended outcomes, and timeframes.
- Assist in the preparation and submission of funding applications; initiate and formulate new or extended programs based on successful applications.
- Analyse program outputs to ensure services meet approved care plans, key performance indicators, service standards, relevant legislation, and accreditation requirements.
- Represent the BRC Community Care Services team in interactions with government funding bodies, community networks, external stakeholders, and other relevant agencies, fostering strong working relationships.
- Attend and promote the activities and objectives of the BRC Community Care Services team.
- Participate in approved workshops, seminars, and courses to facilitate exchange of information and ensure continuing educational development.
- Advocate on behalf of participants for access to services in collaboration with the Community Care Services team.
- Provide input into the development of draft and operational budgets and prudently manage financial and physical resources.
- Attend operational, team, and client meetings as required.
- Perform duties in a professional and compliant manner in accordance with program guidelines, Aged Care Quality Standards, NDIS Quality standards, BRC policies and processes, and according to individual care plans and work lists.
- Lead quality improvement and continuous learning through evidence-based practice to ensure aged care services meet the needs, goals and preferences of the participant.
- Promote a positive safety culture through active participation in health and safety consultation and communication.
- Report all hazards, incidents and near misses, implementing proper controls to mitigate risks.
- Adhere to BRC's policies, procedures, work practices, standard operating procedures, accreditation requirements, program standards and relevant legislation and audit requirements and action plans.

- Ensure understanding of, and compliance with, BRC's Community Care's Quality and Risk Framework.
- Ensure understanding of regulatory requirements of risk management under the Aged Care Act 2024 and Aged Care Quality and Safety Commission legislative obligations.
- Lead within a team environment, demonstrating leadership and management behaviours. Share information, gather ideas, and collaborate with all stakeholders to maintain open and clear communication between staff, management and other departments.

Client and Task Management:

- Maintain oversight of care and service planning to ensure outcomes of assessments are; accurately recorded, aligned with the individual's goals, needs and preferences, include risk management strategies, are aligned with quarterly budget allocations and are accessible to the participant.
- Conduct care and service plan reviews regularly to ensure care and services delivered are effectively meeting the participant's needs, goals, and preferences.
- Ensure participants receive timely and appropriate support for referrals to support early intervention, and reablement, including to Allied Health Services and/or My Aged Care for re-assessment as required.
- Perform data entry and management, utilising systems and programs including but not limited to Nightingale notes, ensuring high quality and accurate documentation. Collate and monitor monthly data, centralising it for review, while managing high-level office administration and organisational tasks.
- Adhere strictly to confidentiality requirements regarding all medical, financial and legal information.
- Resolve problems and potential disputes empathetically and efficiently, ensuring positive outcomes for clients and stakeholders.
- Maintain up-to-date knowledge of relevant legislation, Council's systems, programs, processes, and procedures to effectively fulfill the responsibilities of this position.

Fundamental Responsibilities

- Comply with all Council policies, practices, and procedures and fulfill Council reporting functions as required.
- Be aware of and comply with all statutory workplace safety legislation and Council's Work Health and Safety Management System, Work Health and Safety policies, procedures, and duty statements.
- Promote safe working practices and maintain a safe, neat and tidy work environment.
- Minimise wastage in all activities while ensuring safety and effectiveness remain uncompromised, adhering to environmentally responsible practices.
- Ensure the security and appropriate use of Council information at all times.
- Monitor personal qualifications and licences to ensure currency, and participate in formal and on the job training to assist in ensuring a satisfactory knowledge and skill base.
- Work cooperatively and effectively in a team environment, communicating reliably and regularly.
- Deliver high quality customer service within the organisation and to the public.
- Uphold high standards of ethical conduct and integrity in all activities.
- Actively engage with Council and community to identify needs and opportunities, and provide suggestions for improvement to enhance community well-being and foster sustainable development.

NOTE: Employees may be required to undertake additional duties within the limits of their skill, competence and training, consistent with their band level, and in any area of Council.

Physical Demands and Work Environment

- In this role, you will occasionally be required to lift and carry heavy objects (weighing up to 5kg), with occasional repetitive tasks (bending, squatting, climbing, twisting, and reaching) and motions (simple grasping, fine manipulation, pushing and pulling, finger dexterity, and foot movement).
- Incumbents must possess adequate peripheral vision, hearing, depth perception, and colour discrimination to effectively perform the duties of this position.

- Incumbents will encounter occasional exposure to risks in the workplace which will require you to follow relevant site processes and wear the appropriate identified personal protective equipment (PPE) to ensure the safety of all employees.

Essential Criteria

Education:

- A relevant Primary Health or Allied Health qualification (Registered Nurse qualification preferred).
- NDIS Worker Orientation Module: Quality, Safety and You (completed or willingness to obtain).
- Successful completion of Infection Prevention and Control certification.

Licensing:

- Current Queensland class 'C' Driver Licence.
- Current First Aid Certificate, including Cardiopulmonary Resuscitation Accreditation (HLTAID001, HLTAID002, HLTAID003)
- Current Disability Services Positive Notice Card (Yellow Card) or Working with Children Check (Blue Card) or a Combination Disability Worker Screening.

Health:

- Hold all relevant vaccinations in accordance with Council's vaccination requirements for Community Care Services employees.

Experience and Knowledge:

- Possess at least five (5) years' experience in community aged care, with proved expertise in delivering both general and personal support services
- Comprehensive understanding of care coordination and management, particularly within a remote or regional scope.
- Knowledge of relevant aged care tools and systems, including Nightingale, My Aged Care, DEX Data Exchange, GeoOp, Medicare, and PRODA.
- Demonstrated understanding of the Aged Care and NDIS sectors, including relevant legislation.
- Demonstrated ability to lead, communicate, educate, collaborate, and provide counselling as needed, with strong emphasis on communication skills and teamwork within the community care settings.
- Proven experience in managing multiple responsibilities and effectively prioritising work tasks.
- Ability to work autonomously under limited supervision while maintaining participant privacy and confidentiality, using initiative, sound judgement, and time management.
- Experience in building strong relationships with community care teams, external health professionals, and other stakeholders to ensure quality outcomes for participants.
- Experience in preparing funding applications, analysing program outputs, and ensuring services meet key performance indicators, legislation, and accreditation standards.
- Experience in identifying and implementing participant communication strategies, overcoming accessibility barriers, and advocating for clients to access services.
- Ability to handle complex client care situations with sensitivity and provide input into operational budgets and resource management.

- Understanding of Workplace Health and Safety (WHS) policies and procedures, and commitment to maintaining a safe work environment.

Acknowledgement

This position description is subject to change from time to time as Council's operational needs change and/or the organisation may be developed or restructured. Any such change shall be the subject of consultation with the position incumbent and others as may be deemed necessary or desirable. Further, it has been designed to indicate the general nature and level of work performed by employees within this classification and is not to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Approving Manager:	
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	