

Position Description

Position	ACVVS Program Coordinator
Reporting to	ACVVS Team Leader
Division	Consumer Directed Care
FTE	Part time
Location	Hybrid – Work from home

Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

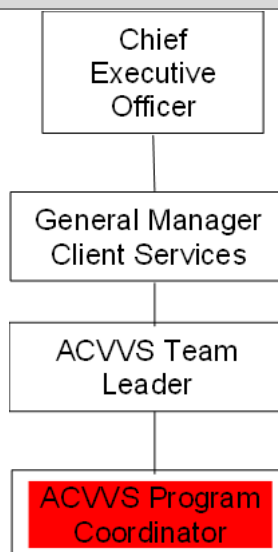
Role Purpose

The Aged Care Volunteer Visitors Scheme (ACVVS) previously known as the Community Visitor Scheme (CVS) is auspiced by MS Plus and funded by the Australian Government. The aim of the Aged Care Volunteer Visitors Scheme (ACVVS) is to enhance the quality of life for older people living in Aged Care Homes and in their own residence receiving a Home Care Package.

The objective of ACVVS is to recruit volunteers who are matched to recipients and make regular, at least fortnightly, visits either on a one-to-one basis or in some areas visiting a group of recipients. The development of the friendship provides an opportunity for the recipients to feel a continued sense of belonging to their local community.

This role is responsible for recruiting, training, and supporting ACVVS volunteers and matching them with recipients, meeting funded target numbers for the allocated region. To maintain a positive relationship with key stakeholders and ensure matches between volunteers and care recipients enhance the life of the recipient. To follow best practice for volunteer management and organisation policies and procedures.

Team structure



Key Responsibilities	
Key focus area	Success factors
Strategic Leadership	- Actively support MS Plus purpose and values. - Operates in line with MS Plus policies, procedures, and practices. - Promote and work within MS Plus Services Innovation delivery principles. - Positively and constructively represent the organisation to external contacts at all opportunities. - Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times. - Ensure the health, safety and welfare of self, team members and others. - Follow all reasonable directions given by the organisation. - Support and empower co-workers. - Support, promote and show sensitivity to diversity in the workplace. - Actively support MS Plus Reconciliation Action Plan. - Behaviour is in alignment with Culture, Service Promise & Foundation behaviours.
Key focus area	Success factors
Operational Leadership	- Work at 5% above funded numbers complying with program Government guidelines, MS Plus policies and procedures. - Coordinate volunteers following national best practice standards and MS Plus volunteer management policies and processes. - In conjunction with, and in consultation with relevant stakeholders, review and evaluate the effectiveness and efficiency of ACVVS within the designated region, identify opportunities for improvement (or new initiatives), and implement agreed follow up actions to ensure the program continues to meet the needs of stakeholders. - Ensure that accurate data, information, and statistics are collected and maintained, including maintaining all aspects of the ACVVS. - Undertake accurate and timely reporting and analysis as required. - Maintain quality standards and systems and participate in Continuous Quality Improvement activities, including identifying opportunities for improvement and promoting recommendations for improvement to the Team Leader - Actively seek referrals and ensure the compatibility and quality of volunteer and recipient matches the ACVVS. - Manage ACVVS recipient numbers according to the allocated Public Health Network region and placement types detailed in the Funding Agreement - Participate in learning and development opportunities to enhance and develop skills required for the coordinator role; and - Compliance with Public Health Orders for COVID-19 and influenza vaccination requirements in your state or territory.
Key focus area	Success factors
Relationship Management	Initiate and maintain regular contact with Key Stakeholders to determine the appropriateness and quality of the “match.”

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

	- Promote, raise, and increase awareness of all aspects of ACVVS to aged care providers and the broader community. - Develop and actively maintain effective and mutually beneficial partnerships, networks, and relationships in order to support the work of MS Plus and the ACVVS program. - Work as a collaborative and supportive team member. - Contact a potential ACVVS recipient within seven (7) calendar days of receipt of referral from Network Member or other source. - Address any issues or concerns raised by the ACVVS volunteer or the aged care service provider regarding the relationship or the recipient's needs. - Attend Network Member meetings (in person, digitally or supply proxy)
Key focus area	Success factors
Compliance and Professional Conduct	Ensuring client information is treated with confidentiality. This is demonstrated through: - All client details and records are treated with confidence and any breaches are urgently reported to the relevant Senior Manager. - Any use of the MS Plus logo and brand is continuously monitored and adheres to the guidelines stipulated in that partnership. Commitment to MS Plus values and strategic goals. This is demonstrated through: - Professionally representing MS Plus to external parties. - Demonstrates corporate values in everyday work. - MS Plus resources are used responsibly. - Working collaboratively and willing to support others when needed.

Qualifications/Work Experience	
Essential	- Minimum of 2 years' experience coordinating volunteers. - Valid driver's licence.
Desirable	Cert IV or higher in Volunteer Management.
Knowledge and Key Selection Criteria	
Essential	- Experience in coordinating a volunteer program and managing all aspects of volunteer involvement. - Exceptional customer service skills - Organisational, planning and time management skills - High levels of computer literacy in using a range of Office computer packages including, Word and Excel
Desirable	- Experience and/or understanding of the Aged Care Sector - Experience using Salesforce CRM - Experience working within a not-for-profit environment

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

Key Competencies	
Key Focus Area	Demonstrated competency
Reflective Practice	Constructively and genuinely reflects on workplace performance and contributes constructively to the success of the team.
Consumer Outcomes	Develops workplace practices that clearly demonstrate a client centered approach.
Time Management	Ability to self-manage workload and time and proactive communication when needing support.
Problem Solving	Ability to identify efficiencies and initiative to seek advice or alternative ways of doing things.
Program Development and Implementation	Effectively manage a workplan to meet time and quality standards and clearly address program goals.
Achieving Results	Clearly understands roles and responsibilities, scope of work and expectations. The number of designated funded matches is achieved. Volunteers are recruited in a timely manner. Volunteer satisfaction and retention is high. Volunteer recognition is accurate and awarded as appropriate. Strategic needs are met within agreed program objectives.
Contracts / Records Management	Monitors relevant documentation and process needs and reports identified gaps and possible solutions.
Quality, Risk, Safety, Legislative compliance	Proactively identifies and manages risk. Manages work practice to comply with relevant legislation and corporate guidelines.
Team Dynamics	Fosters collaborative practice and an environment of shared learning and teamwork.
Advocacy	MS Plus Aged Care Volunteer Visitors Scheme (ACVVS) is well known within region covered
Written and Oral Communication	Provides high level written and verbal communication, with attention to detail and a clear understanding of brand use expectations.
Interpersonal skills	Demonstrates self-awareness, meaningful and appropriate communication practices and engaging and thoughtful assets and documents.
Networks and Stakeholders	Actively identifies opportunities to harness or engage known or new networks or stakeholders. A high level of rapport and strong relationships are established with ACH, Home Care Package providers and all other key stakeholders.

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

Partnerships and Collaboration	Represents MS Plus positively and professionally when engaging in all collaborative practice.
Knowledge of Community	Demonstrates knowledge of sector and opportunities to engage in new or innovative ways.

Personal Attributes

Client Focused	• Prioritises needs of volunteers and participants • Aims for best outcomes for clients and volunteers • Is outcome focused • Follows through with commitments
Collaborative	• Treats colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Creative and Innovative	• Finds ways to work more efficiently and effectively • Is open to change and alternatives
Analytical	• Reviews evidence and opinions before making judgements and decisions • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Determined	• Researches options and sets a clear path • Deals with obstacles and impediments • Has clear goals

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus, character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

☒	Police Check	☐	International Police Check
☐	WWVP (ACT/TAS)	☒	WWCC
☒	Right to work in Australia	☒	NDISWC
☒	Relevant vaccination records	☐	Other

Approval authority: Executive Manager, People Culture Quality	Next review: February 2024
Date approved:	Key author: People Culture Quality
Version: 1	Business Unit: People Culture Quality

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.
I have been made aware how to access MS Plus policies and procedures for future reference.
I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

*Signed
Employee*

Date

*Signed
Manager*

Date