



Rural Services Co-ordinator

Silver Chain is one of the largest providers of community and health services in Western Australia, providing a range of services across metropolitan, country and remote areas. Our purpose is to increase the community's capacity to maximise its health and wellbeing.

Silver Chain's **Albany** service centre is currently seeking a Rural Services Co-ordinator. In this role you will ensure quality services are provided to clients in a timely and effective manner according to contractual obligations, policies and procedures.

This is a part time ongoing, 3-4 days role that will see you draw on all of your skills to manage all resources to ensure quality outcomes by:

- Leading and co-ordinating employees.
- Responding to queries and complaints.
- Effectively managing resources and service delivery to meet client needs.
- Maintaining facilities and managing all occupational safety and health requirements.
- Monitoring, evaluating and reviewing the Quality Management System to required standards.
- Networking with internal and external stakeholders.
- Attending and contributing to business unit activities.

The successful applicant will have:

- Effective leadership skills.
- Previous experience in the management of resources.
- Knowledge of Australian Council on Healthcare Standards (ACHS) Standards, Quality Management Systems.
- An understanding of aged care and community services.
- Well developed communication and interpersonal skills.
- Sound decision making, negotiation, analytical, influencing and advanced problem solving skills.
- Advanced time management and organisational skills.
- Computer literacy and software knowledge to intermediate level.
- Nursing qualification/clinical skills (relevant tertiary qualifications, or working towards, are desirable).
- Complied with the requirements of the Silver Chain Key Personnel Policy.

For more information on this role please contact Service Co-ordinator, **Lesley Pearson** on **9892 8927** or alternatively forward your resume and covering letter to the following address by **Thursday, 23 September 2010**:

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