



## POSITION DESCRIPTION

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| <b>POSITION TITLE:</b> | Care Coordinator – Home Care Packages                         |
| <b>REPORTS TO:</b>     | Service Manager   |
| <b>DIRECT REPORTS:</b> | Not Applicable  |
| <b>AWARD:</b>          | Social, Community, Home Care & Disability Services Award 2010 |
| <b>CLASSIFICATION</b>  | SACS 5  |

### POSITION PURPOSE

The Care Coordinator – Home Care Packages is the point of contact for all customer referrals for Home Care Package (HCP) funded clients made through My Aged Care or client self-referral. This position reports to the Service Manager and is responsible for the successful delivery of Care Coordination services by meeting the below listed Key Accountabilities and Responsibilities.

### KEY ACCOUNTABILITIES & RESPONSIBILITIES

*The following description of responsibilities is not exhaustive and may include others as directed from time to time:*

#### Accountability 1: Incoming Referrals

##### Responsibilities:

- Be the first point of contact for all incoming referrals and enquiries for Home Care Package funded clients.
- Monitor and respond to incoming referrals made through My Aged Care or client self-referral at regular intervals to ensure that all incoming referrals are acknowledged and actioned in a timely manner.
- Perform Service Specific Assessments, create Care Plans and Service and HCP Agreements for all new customers or update these as customers' needs change overtime.
- Provide information regarding MHA services and where appropriate refer people to other services.
- Undertake initial Workplace Health and Safety assessment and complete WH&S checklist.
- Create and maintain up to date and accurate customer files.
- Ensure all customer data is complete and accurately recorded at the point of referral.
- Liaise with MHA Care and other service providers when making referrals to ensure that the identified needs of the customer are met, and a full range of services are efficiently and effectively coordinated.
- Ensure that customers' rights to privacy are maintained at all times whilst collating, sharing and transferring the customer's personal information.
- Ensure that all HCP customers receive adequate, prompt and courteous service.
- As required, collect relevant data for the ongoing continuous improvement of service delivery and undertake quality audits.



- Participate in an out of hours call service for Community Care Workers if required.

### **Accountability 2: Care Coordination**

#### **Responsibilities:**

- Provide support to the Intake Officer and Care Coordinator – Community and Home Care Program as required during periods of absences.
- Actively participate in monthly team meetings.
- Provide training to the Intake Officer and Care Coordinator – Community and Home Care Program on the role of Care Coordinator – Home Support Packages.
- Ensure services allocated do not exceed budgeted/allocated service costs and that services being provided are within the HCP Guidelines.

### **Accountability 3: Quality and Continuous Improvement**

#### **Responsibilities:**

- Ensure individual customer Care Plans, Service and Home Care Agreements are reviewed as required.
- Ensure that all reporting requirements are met e.g. to funding bodies, MHA Management Team.
- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current office systems and procedures relevant to this role.

### **Accountability 4: Organisational Responsibilities**

#### **Responsibilities:**

- Provide support to Care Coordinator – Community and Home Care Program and Intake Officer as required during periods of staff absences.
- Attend meetings and information sessions as required or when directed by the Service manager.
- Observe and practice Workplace Health and Safety policies, guidelines and procedures.
- Perform other tasks as directed by the CEO or Service manager.

## **CORE BEHAVIOURS**

*The following Core Competencies are the behaviours expected of an employee or potential employee:*

#### **Service Focus**

- Seeks to understand clients' operating environment and to understand their issues/problems.
- Develops and implements systems and policies to ensure outstanding client service is achieved.
- Establishes systems to gather feedback from clients about service and to identify areas for improvement.
- Models high standards of service delivery to clients and stakeholders.
- Develops strategic alliances with external groups to enhance the quality of service.

#### **Communication**

- Composes communications which convey specialised concepts in order to influence outcomes or decisions.



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- Tailors communication style and method of delivery to the level of the audience.
  - Prepares and delivers confident and persuasive presentations.
  - Knows the audience, and identifies and uses this knowledge to build strategies to influence outcomes.
  - Organises events and meetings to facilitate information sharing.
  - Negotiates agreement on complex issues.

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**Motivation / Time Management**

- Actively seeks out feedback from others on own performance.
- Able to quickly prioritise conflicting demands and evaluate opposing arguments.
- Sets targets to achieve results.
- Motivates self and others to focused efforts to meet deadlines even in demanding timeframes.

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**Flexibility & Adaptation – Change Management**

- Demonstrates flexibility in thinking.
  - Adapts to and manages the increasing rate of change and copes with ambiguity.
  - Shows responsiveness to emerging issues.
  - Welcomes ideas for improvements to structures, procedures and technologies.
  - Challenges the status quo by looking for ways to enhance efficiency and effectiveness.
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## POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

**Essential:**

- Tertiary qualification in Health, Disability and or related profession and or previous experience in needs assessment, care planning and/or case management.
- Well-developed interpersonal skills and the ability to discuss and resolve issues and promote the services.
- Advanced computer skills, including the ability to use Microsoft Office, email and web based applications.
- Knowledge of Home and Community Care programs.
- Current satisfactory Police Check
- Current valid Driver's Licence

**Desirable:**

- Ability to network and liaise within the aged care and disability sectors including negotiation and conflict resolution skills
- Previous experience with a client management software program
- Familiarity with the Home Care Common Standards.

## KEY SELECTION CRITERIA

- Demonstrated experience in working within the aged care and/or disability services field within a community setting.
- Knowledge of health and community support networks for older people and people with disabilities and their carers.



- Demonstrated knowledge of the Commonwealth Home Care Packages, Community and Home Support Programs and MY Aged Care.
- Previous experience with Xpedite or other customer management systems.
- A high degree of professionalism in contact with customers and effective interpersonal skills
- Demonstrated ability to work cooperatively as part of a team.
- Proven time management skills capable of planning and setting priorities

**ACCEPTANCE OF POSITION DESCRIPTION**

*This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.*

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|-----------|--|
| EMPLOYEE: |  |
| DATE:     |  |
| MANAGER:  |  |
| DATE:     |  |