



POSITION DESCRIPTION

POSITION TITLE:	Care Coordinator – Commonwealth Home Support Program
REPORTS TO:	Service Manager
DIRECT REPORTS:	Not Applicable
AWARD:	Social, Community, Home Care & Disability Services Award 2010
CLASSIFICATION	SACS 5

POSITION PURPOSE

The Care Coordinator – Commonwealth and Home Support Program is the point of contact for all customer referrals for Commonwealth Home Support Program (CHSP) funded clients made through My Aged Care RAS, ACAT and Allied Health Professionals or client self-referral. This position reports to the Service Manager and is responsible for the successful delivery of Care Coordination services for CHSP eligible clients 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 eligible CHSP funded clients.
- Monitor My Aged Care at regular intervals for incoming referrals from RAS, ACAT and Allied Health Professionals and ensure that all incoming referrals are acknowledged and actioned in a timely manner.
- Perform Service Specific Assessments, create Care Plans and Service 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 Occupational Health and Safety assessment and complete OH&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 CHSP eligible customers receive adequate, prompt and courteous service.
- As required, collect relevant data for the ongoing continuous improvement of service delivery and undertake quality audits.



- Create and manage service Waitlists when required.

Accountability 2: Care Coordination

Responsibilities:

- Provide support to Care Coordinators of Home Care Packages as required during periods of Coordinator absences.
- Actively participate in monthly team meetings.
- Provide training to Service Coordinators and Care Coordinators of Home Care Packages on the role of Care Coordinator – Community and Home Care Support Program.
- Ensure services allocated do not exceed budgeted/allocated program funded hours and that activities being provided are within the CHSP Program Guidelines.

Accountability 3: Quality and Continuous Improvement

Responsibilities:

- Ensure individual customer Service Reviews are reviewed at least annually or when a change in needs has been identified.
- Ensure that all reporting requirements are met e.g. to funding bodies, MHA Executive Team.
- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current systems and procedures relevant to this role.

Accountability 4: Organisational Responsibilities

Responsibilities:

- Provide support to Care Coordinators of Home Care Packages 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.
- Take part in "On-Call" roster as required by team roster.

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	<ul style="list-style-type: none">• Composes communications which convey specialised concepts in order to influence outcomes or decisions.• 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.
Motivation / Time Management	<ul style="list-style-type: none">• 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.
Flexibility & Adaptation – Change Management	<ul style="list-style-type: none">• 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.

POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

Essential:

- Tertiary qualification in Health, Disability 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 Support Program 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.

EMPLOYEE:

DATE:

MANAGER:

DATE: