

Position Description

Position Title:	Home Care Package service coordinator	Approval Date:	June 2022
Authorised By:	CEO	Review Date:	June 2024

Our Vision People in our communities enjoy better and longer lives

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Northern and Eastern metro Melbourne regions whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

Job Purpose

The home care package service coordinator is responsible for facilitating client access to services and supports and providing administration support to the home care package team. The aim is to provide a responsive and client centred approach to ensuring clients access the right service and supports at the right time.

The home care package service coordinator works closely with the home care package team to liaise with our home care package clients, internal and external stake holders and suppliers to ensure our clients care needs and goals are met within appropriate time frames.

	<p>Therefore, staff adaptability, flexibility and a high level of customer service skills and compassion are key requirements for this position. Work may take place on or off site.</p>
Duties and Responsibilities	<p>It is envisaged that the home care package service coordinator role will deliver an effective and efficient service by:</p> <ul style="list-style-type: none"> • Providing high level of customer support to home care package clients and the home care package team • Liaising with home care package clients and all involved in their care and internal and external providers to arrange and manage support services in the client's home and community • Providing timely follow up of referrals and service requests to facilitate optimal care provision for clients to services. • Scheduling and rostering of services into appropriate systems and documenting all actions and liaisons • Prioritisation of urgent client's service and supply requests based on risk assessment and requests from home care package team. • Coordination of appropriate services internally and externally and scheduling of appointments. • Appropriately seeking care management guidance on potential risks identified when engaging with clients and internal/external stake holders • Capturing data for service planning and reporting. • Ensuring that all interactions meet national privacy and confidentiality requirements. • Monitoring email inboxes and website portals for new service requests. Liaising with the home care package team and other stake holders as required. At times this will include sourcing more information or providing feedback. • Liaising with individuals and families to inform them that healthAbility has arranged their services as discussed with the home care package team • Documentation of all communications and actions into appropriate client management systems • Working within role boundaries and escalating when unsure or out of role • Support the IHCS and HCP team to arrange for purchasing of approved goods and services for their clients.

	<ul style="list-style-type: none"> ● Assist the HCP and IHCS team with administration tasks – welcome packs, ● Other duties as required. <p>Communication that contributes to productive and relations</p> <ul style="list-style-type: none"> ● Demonstrated well developed interpersonal skill and strong written and verbal communication skills. ● Well-developed listening and understanding skills and the ability to speaking clearly and directly in an appropriate manner. ● A keen understanding of establishing and using networks. ● Ability to be assertive where needed. <p>Teamwork that contributes to productive working relationships and outcomes</p> <ul style="list-style-type: none"> ● Ability to work across different ages and irrespective of gender, race, religion or political persuasion. ● Ability to work as an individual and as a member of a team. ● Ability to apply teamwork to a range of situations e.g. futures planning, crisis problem solving. <p>Problem Solving that contributes to productive outcomes</p> <ul style="list-style-type: none"> ● Ability to apply problem solving strategies across a range of areas, both individually and as part of the team. ● Testing assumptions taking the context of data and circumstances into account. ● Resolving customer concerns in relation to complex issues <p>Self-management that contributes to employee satisfaction and growth</p> <ul style="list-style-type: none"> ● Ability to evaluate and monitor own performance within the work setting. ● Ability to articulate own ideas and visions in an appropriate manner and context. <p>Planning and Organisation that support long and short term strategic planning</p>
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	<ul style="list-style-type: none"> • Ensure that all service delivery and program development are within program guidelines and aligned with HealthAbility values • Ensure the service has up-to-date resources and information to support service coordination and referral activities. • Participate in continuous improvement and planning processes. • Understand basic business systems and their relationships. <p>Technology that contributes to effective execution of tasks</p> <ul style="list-style-type: none"> • Ensure timely action of appropriate service requests and ensuring compliance with privacy legislation and relevant reporting requirements. • Assist in the collation and production of accurate statistical contact reports on a regular basis. • Ability to use IT to organise data. • Have a willingness to learn new IT skills. <p>Learning that contributes to ongoing improvement and expansion in employee and company operations and outcomes</p> <ul style="list-style-type: none"> • Apply learning to ‘technical’ issues (e.g. learning about products) and ‘people’ issues (e.g. interpersonal and cultural aspects of work). • Have enthusiasm for ongoing learning. <p>Initiative and Enterprise that contribute to innovative outcomes</p> <ul style="list-style-type: none"> • Promote and market the Home Care package program to current clients, HealthAbility clients, the community and service providers. • Demonstrate the ability to translate ideas into action.
Qualifications	
Key Selection Criteria (<i>Skills, Experience and Qualifications required</i>)	
Mandatory	<ul style="list-style-type: none"> • Recent experience with customer service skills, rostering, administration and within in the health/ aged care and or disability work • A good understanding and knowledge of the broad range of social and health issues to assist clients with service access.

	<ul style="list-style-type: none"> • Demonstrated ability to work flexibly, with a strong ability to contribute to and trial new approaches aimed at continual improvement. • Contribute to workplace change in a positive manner. • High level of phone and interpersonal skills and demonstration an understanding of and experience in dealing with complex needs, complex behaviours, issues and sensitivities of people from culturally and generally diverse communities and backgrounds. • Demonstrated competency with appropriate client management systems and database applications that maintain client records and collection of statistical information • Able to undertake training to gain high level of competency in all appropriate client management systems to process service requests and manage client data. • Proven highly developed communication skills which will enable you to effectively liaise with internal and external stakeholders • Proven ability to work independently and as a member of a multidisciplinary team • Demonstrated high level time management skills with a proven ability to prioritise and meet deadlines • Proven high level of administration skills which enable you to effectively support with administration tasks as required • Demonstrated proficient computer skills in MS Office applications (Word and Excel) • 	
Desirable	<ul style="list-style-type: none"> • Experience working in the home care package program community/public health or community based setting. • A good understanding of health conditions and health system including My Aged Care and NDIS 	
KPIs/Performance Goals	<ul style="list-style-type: none"> • Completion of all service requests within timeframes as outlined by management 	
Service/Program	Aged care and disability services	
Reports	Job reports to	Direct reports
	Program Manager Home Care Services	Nil
Award/EBA	Health and Allied Services Managers and Administrative	

	Workers) Multiple EA 2022-2026
Classification	Clerical Worker Grade A - level dependant on qualifications and experience*

Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific requirements (such as NDIS) and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.
- All healthAbility employees are required to complete the level of MARAM training relevant to their role to appropriately and effectively identify, assess and manage family violence risk. The Framework has been established in law under a new Part 11 of the Family Violence Protection Act 2008.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
NDIS	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Statutory Declaration	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Credentials/Registration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes ☐ No ☐

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee): _____ **Date:** _____

Signed (Manager): _____ **Date:** _____