

# POSITION DESCRIPTION

## – CLINICAL RELATIONSHIP COORDINATOR



<b>Department:</b> Community Services – Aged Care & Inclusion (ACI)
<b>Position:</b> Clinical Relationship Coordinator (CRC)
<b>Position Level and Pay point:</b> SCHADS Award Band 5
<b>Reports to:</b> Senior Manager Aged Care and Inclusion
<b>Employment Specifics:</b> Full time

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES					
<b>Vision:</b> A fair and inclusive community					
<b>Mission:</b> Providing exceptional services that support people to improve their lives					
<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration

### POSITION OBJECTIVE

The Clinical Relationship Coordinator (CRC) is responsible for client engagement and entry into the Northside Aged Care and Inclusion (ACI) programs with a particular focus on the personal care and clinical services delivered under the Commonwealth Home Support (CHSP), and the Home Care Package (HCP) programs.

The CRC works in close partnership with Clinical Care Manager (CCM) and the broader Aged Care and Inclusion team with the aim of ensuring all individuals accessing the programs have a seamless, respectful and positive experience from initial enquiry through to commencement of services, monitoring of delivery, and client feedback.

### KEY RESPONSIBILITIES

- Be the key point of contact for new referrals and enquiries (electronic, phone and face to face), particularly personal and clinical care clients.
- Conduct clinical assessment for existing and new clients, including: Medical History; Falls Risks; etc under supervision of the CCM
- Supporting clients and families to develop Advanced Care Plans and Directives.
- Ensure clients (existing and potential) have all the information they need to make informed decisions about engaging Northside to deliver support services.
- Provide case coordination support to connect clients to the supports and services they need to achieve their goals with dignity and choice.
- Develop and maintain strong working relationships with referral agencies and other relevant community organisations to increase positive outcomes for all members of the community.
- Work closely with Clinical Care Manager to ensure adherence to Aged Care Quality Standards and Clinical Governance policies.
- Implement and facilitate a streamlined process for the intake, assessment and onboarding of new clients in accordance with client directed care (CDC) principles.
- Provide a streamlined and timely assessment and service engagement experience, including regular reviews and reassessments for clients with changing circumstances or needs.
- Support the monitoring and response of clinical risk notifications in a timely manner.
- Provide reports in relation to data, new enquiries and intake activities, including the identification of service gaps and trends.
- Create awareness and be a knowledge base within the team around the processes involved in My Aged Care.
- Participate in a team roster of phone coverage for the operational requirements of the programs.

- Ensure client information is maintained in a timely, accurate and confidential manner within Northside's client management database.
- Work as part of the team to support customer service, including answering calls, making bookings and directing enquiries for Aged Care and Inclusion services, and other tasks as identified by the Senior Manager.
- Active and consistent participation in team and departmental meetings, striving for collaborative and innovative solutions in all situations.
- Report on program issues, service outputs and areas for development on a monthly basis, and contribute to the preparation of reports for management.
- Other duties as required.

### **KEY COMPETENCIES (SELECTION CRITERIA)**

- At least 3 years' experience delivering clinical services to vulnerable clients with complex needs.
- Extensive experience conducting clinical assessments and reviews within a client centered model of practice.
- A strong understanding of sector requirements – Aged &/or Disability, the importance of Quality & Safety on service delivery and the impacts of client experience.
- Demonstrated ability to work collaboratively, identify issues and apply problem solving skills to develop integrated and achievable solutions.
- Demonstrated knowledge of the needs and issues faced by individuals who are aging and/or live in complex situations, as well as diverse communities, including aged & disability, LGBTIQ, Aboriginal & Torres Strait Islander, and CALD.
- Excellent administrative skills and IT literacy – database management and Microsoft Office as a minimum.
- Excellent communication, emotional intelligence, conflict resolution and negotiation skills, focused on achieving positive outcomes for all involved.
- Sound judgment and self-awareness, and the ability to apply reflective practice to their own workplace approach.
- Be able to independently work within their own scope of practice, escalating/reporting to CCM where clinically appropriate.

### **RELATIONSHIP/INTERFACES WITH OTHER FUNCTIONS / PEOPLE (REPORTING LINES)**

- Clinical Care Manager - supervising Registered Nurse - (direct report).
- Senior Manager – Aged Care and Inclusion
- Community based staff delivering direct support to clients (provide instruction).

### **WORK EXPERIENCE & KNOWLEDGE REQUIRED**

- Minimum Enrolled Nurse qualifications and AHPRA registration (or ability to attain).
- Experience working with vulnerable and disadvantaged clients to promote positive outcomes required.
- Valid driver's License
- First Aid qualifications

### **GENERAL INFORMATION**

- An Individual Work Plan is to be developed within three (3) months of appointment. The initial performance criteria will be reviewed on an ongoing basis in the context of assessing achievement of strategic directions, key results and program outputs.
- Employment is subject to Working with Vulnerable People Check, Police Check and completion of a 6 month probationary period.

*Northside Community Service is an Equal Opportunity Employer. We value diversity and inclusion and actively encourage applications from Aboriginal and Torres Strait Islander people, people with a disability, and people from CALD and LGBTIQ communities.*