

Position Description

Care Coordinator

Award & grade:	Dependent on qualifications and experience
Salary range	Dependent on award and qualifications
EFT	1.0 EFT/Full time (38 hours per week)
Reporting to	Program Manager, IMPAC
Accountable to	General Manager Health Independence Chief Executive Officer
Tenure	On-going
Direct reports	Nil
Location	23 Lennox St, Richmond
Date issued	1 July 2015

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Program Profile

This position sits within the Health Independence Program (HIP) suite of services that are delivered across St Vincent's Health Melbourne (SVHM) and North Richmond Community Health (NRCH).

Post Acute Care (PAC) is funded by Department of Health and Human Services and assists clients to recuperate at home following discharge from a public hospital. The program aims to

- Facilitate a client's return to independence
- Provide a gap service until other services can start
- Support those clients considered vulnerable due to
 - age and frailty
 - disability
 - social disadvantage (such as homelessness, newly arrived migrants)
 - being at risk of readmission to hospital or prematurely entering residential care

The Care Coordinator is the primary contact for clients, assisting them navigate the service system. PAC has a flexible service delivery model enabling the program to provide a responsive service which includes:

- care coordination
- brokerage of a wide range of health and community services
- provision of clinical care by program staff when necessary

Key activities include:

- Intake, screening and eligibility assessment,
- Liaising with clients, their carers/families, hospital clinicians and other community service providers,
- Developing care plans with clients, engaging / contracting a range of clinical, in home support and welfare services,
- Provision of clinical care for clients
- Reviewing and monitoring of care plans,
- Convening and/or participating in case conferences, discharge planning and family meetings as required
- Liaising with community agencies to ensure a smooth transition to long term care,
- Making referrals to other agencies
- Advocating on behalf of the client as necessary

Position Objective

To coordinate care and facilitate the appropriate supports and services for clients who are referred to the program.

Key Responsibilities and Deliverables

- Develop care plans with clients, procure, coordinate and monitor post acute services
- Maintain electronic client records (using TCM) for clients under care, including demographic data, interventions and outcomes, for the purpose of meeting reporting requirements, quality improvement and program planning
- Provide home and/or centre based clinical services to clients referred to the program, as required
- Develop and maintain strong networks with other Health Independence Programs, hospital clinicians and community service providers;
- Participate in organisational, PAC and HIP quality improvement activities
- Make a positive contribution to the functioning of the role and the team through active participation in training, team meetings and service initiatives;
- Identify professional development objectives and participate in performance review.
- Promptly report adverse clinical and service related situations that may place the client, the program or North Richmond Community Health Limited at risk;
- Comply with privacy and confidentiality policies at all times.
- Comply with Department of Health HIP program requirements.

Foundation Competencies

- Working with diverse communities to provide quality services
- Contribute to a collegiate and collaborative work environment
- Contribute to innovation and growth in the team and organisation

Key Selection Criteria

Essential Criteria

- The successful applicant will hold tertiary qualifications in an allied health discipline (Occupational Therapy or Physiotherapy) and a minimum of 5 years' experience.
- Demonstrated related clinical experience and an understanding of the acute hospital setting and community service system.
- Demonstrated experience working with people with complex issues in a health setting (including homelessness, drug and alcohol, mental health, dementia, and from those from refugee and CALD backgrounds)
- Demonstrated capacity to identify issues, solve problems and maintain professional relationships with colleagues, clients and service providers;
- Knowledge of community services available to clients in the recuperative phase;
- High level of computer proficiency including MS Office suite
- Current Victorian driver's licence

Desirable Criteria

- Ability to manage own workloads, identify priorities and meet deadlines;
- Demonstrated ability to work with people from culturally, linguistically and socially diverse backgrounds
- Ability to speak a relevant community language would be highly regarded

Internal Training Requirements

Topic	Timeframe for completion
IMPAC and HIP Induction	1 month
OHS Induction	1 month
NRCH Induction	3 months
Introduction to Cultural Diversity	3 months

Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in NRCH Policy and Procedures Manual. Key responsibilities and conditions include

- Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
- Employees are expected to conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
- Appointment is subject to a 6 month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- NRCHL provides a smoke-free environment, including within vehicles.
- The successful applicant will be required to undertake a National Police Check and Working with Children's check where necessary for the role
- A current Australian Drivers Licence is required for most roles
- All employees of NRCH must be permanent Australian residents or hold a current, valid working visa
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

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