

Description

Job Title: Service Coordinator
Ref No: SUP23
Portfolio & Program: Aged Care Services
Reporting Relationship: Manager, Home Care
Classification: Salaried
Date: March 2019

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Provide quality Home Care services to customers through customer focused assessment, case-management and coordination. Supervise direct care staff, supporting them to deliver exceptional care and services.

I will make a difference when I...

Service Delivery and Coordination

- Provide quality case-management to customers which includes appropriate intake, ongoing assessment, coordination, documentation, monitoring, review, advocacy where required/appropriate, package budget management and discharge.
- Monitor service delivery to ensure customers are encouraged to identify and achieve goals for independence, wellness and reablement
- Ensure goods, equipment and services purchased through package funds are in accordance with Department guidelines, customer's goals of care and funding requirements.
- Adhere to Service standards and guidelines for Home Care.
- Maintain caseload numbers at benchmark level.
- Work with external agencies/workers in a collaborative manner to facilitate best outcomes
- Collaborate with staff, service providers and other health professionals, to effectively meet the Clinical care needs of customers.
- Act at all times to protect the rights of customers, upholding Customer confidentiality, privacy and individual choice and decision-making.

Customer Service

- Assist customers to navigate the aged care system to ensure they receive the best possible range of care to meet their needs to remain independent and at home and be an active participant in their community.
- Build rapport with customers' families, carers, advocates and external agencies to ensure optimum customised service delivery.
- Act in a professional manner at all times to provide a prompt, courteous, responsive and flexible service to all program customers and staff.
- Respond to enquiries in a professional, courteous, responsive and flexible manner regarding services and programs available to potential customers, their carers, families and advocates.

Program Management

- In conjunction with the Manager/Senior Service Coordinator, participate in the development, implementation and evaluation of policies, procedures and management systems for the program and team.
- Participate in and contribute to quality improvement programs, processes and activities.
- Assist in the development and implementation of strategic and business plans for the Program.
- Assist in the monitoring of systems to ensure that Key Performance Indicators (KPI) are met, strategies achieved and budgets adhered to.
- Implement communication strategies and consultative processes to create a positive work environment where team goals are achieved and staff are kept informed re key responsibilities, trends and issues.
- Assist with rostering to ensure that customer and program requirements are met

Leadership

- Support a culture that engages employees through communication, recognition and collaboration
- Role model AnglicareSA values and behaviours and a commitment to a customer focused service model
- Guide, support and mentor staff performance and development to enable high quality care
- Support service delivery staff in the management of service related issues.
- In consultation with the Home Care Manager/Senior Service Coordinator, assist in the support and supervision of direct care staff including participating in recruitment, induction, training, and conducting performance and development reviews for direct care staff

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Ensure all reported workplace incidents, including near misses, hazards and accidents, are investigated, risks are assessed and control measures are implemented in consultation with Work Health & Safety Representatives and staff.
- Ensure own action or lack of action does not place own safety or that of others at risk.

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check
- Keep up to date with accreditation standards and industry developments for best practice in Aged Care.

- ☒ Willing to work at other sites as required ☒ Elder Abuse Reporting
☒ Out of hours guidance and attendance may be required ☒ Current Driver's License

Direct Reports: Senior Care Workers, Care Workers, Domestic Assistants, Transport Drivers

Working Relationships: Manager Home Care, Senior Service Coordinator, Senior Service Support Officer, Service Support Officer — Rostering, Service Support Officer - Admin, Senior Accounts Officer, Aged Care Customer Services Staff, Aged Care Customer Advocate, Other service area staff across Community and Housing Services.

I will utilise my.....

Qualifications

- Tertiary Qualifications in a health related discipline, human services or related field (desirable)

Skills and Abilities

- Understanding and commitment to delivering exceptional customer service with knowledge of community services for older people and of duty of care responsibilities pertaining to the delivery of in - Home Care.
- Organisational skills to enable timely arrangement & coordination of services.
- Proven administrative and IT skills (including effective use of smartphone technology, email, data entry and word processing skills and report writing) with the ability to manage resources effectively.

Integrity • Compassion • Equity • Stewardship • Servant Leadership

- Demonstrable respectful, non-judgemental and empathetic attitude with a commitment to customer's right to participate in planning & managing their support.
- Excellent knowledge of Customer Directed Care (CDC) principles
- Previous case-management and/or coordination experience, preferably within a Community Aged Care setting
- Knowledge of issues involved in supporting and caring for frail older people with diverse value systems, cultural differences and special needs
- Ability to appropriately use initiative and be self-directed to meet required timeframes and KPI's
- Proven experience supervising staff including participation in recruitment, induction, training, rostering and performance and development reviews.
- Ability to work and communicate collaboratively and enthusiastically to provide positive leadership.
- Able to work in partnership with customers and other staff to achieve positive outcomes.
- Proven interpersonal skills and the ability to engage with a variety of people both face to face and over the phone, and liaise sensitively with people from diverse backgrounds and experiences.
- Ability to provide professional and responsive customer service, and promote the organisation in a positive manner.
- Willingness to provide an advocacy role to vulnerable people as required.
- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.

My dedication and commitment

Job holder Signature:: Date.....

Print Job holder Name:

General Manager, Aged Care:

Date: 8/3/19