

Position Description – Care Coordinator

Executive Area:	Home & Community Services	Business Unit:	Care Management Services
Reports to:	Manager Care Coordinator	Supervision of:	Nil
Level of Role:	Individual Contributor	Delegation Level:	Nil
Direct Reports:	Nil	Indirect Reports:	Nil

Role Purpose

Work collaboratively with clients, their carers, families and advocates as well as key stakeholders to design responsive detailed care plans based on the client's goals that maximise their independence and ability to remain living in the community. This role is also responsible for supporting business targets and growth.

Key Areas of Responsibility

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| <ol style="list-style-type: none"> 1. Provide exemplary customer service as the primary point of contact for the client and their advocate(s) managing a defined case load. 2. Support and empower the client to make informed decisions and navigate access to services and funding to enable them to remain at home. 3. Undertake comprehensive wellbeing assessments and plans for clients with increasing complexity, ensuring that individualised goals are developed. 4. Identify when a client's needs have changed, provide a timely response, and amend services to account for the member's changing situation. Escalate to Senior Care Coordinator when required. 5. Work in partnership with the clinical team to ensure the client's changing needs are well considered in all elements of care coordination and planning of clinical care. 6. Establish service and equipment requests and related procurement processes 7. Coordination of services to ensure continuity of care as client transfer between different locations or different levels of care. 8. Provide high level advice and guidance to clients to enable informed decision making and self-determination as a trusted advisor. 9. Monitor and investigate non-clinical escalated client care and manage reporting through the Risk and Incident Management System and other associated processes. 10. Manage client feedback for allocated caseload 11. Regularly monitor the CRM for new client opportunities and upgrades. | <ol style="list-style-type: none"> 12. Provide timely and appropriate notification of issues and regular progress reports to the Management Team and other stakeholders as appropriate. 13. Undertake administration and reporting activities within agreed timeframes and quality standards. 14. Support and contribute towards improved service delivery, new business processes and business growth. 15. Ensure all reasonable steps are taken to protect personal safety at work and avoid adversely affecting the health or safety of any other person in the workplace. 16. Ensure commitment to and compliance with ECH's Purpose, Values, policies, procedures, guidelines, work instructions and Code of Employment Principles. 17. Give full attention and energy to the role and willingly undertake reasonable requests. 18. Ensure that ECH property is kept secure against loss, theft or damage and is properly maintained at all times. 19. Be familiar with and comply with the Aged Care Quality Standards. 20. Identify and review opportunities for continuous improvement. 21. Develop and maintain strong working relationships with internal/external stakeholders. 22. Regularly undertake professional and personal development to maintain knowledge and skills and competency. 23. Actively participate in the Performance Development Plan process. |
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ECH Values and Behaviours	
Value	Behaviour
We build trust	<ul style="list-style-type: none"> • Everyone feels welcome – Value and respect differences and diversity, and actively oppose bias and discrimination of all types. • Be responsive – Actively and promptly address all communication, requests, or situations. Prioritise customer need and go the extra mile to exceed expectations. • Listen to learn – Instead of just hearing words, really pay attention to understand what others are saying. Be focused on the other person.
We make a difference	<ul style="list-style-type: none"> • Be curious – Ask questions, explore different perspectives and challenge assumptions to create space for creativity and innovation. • Do things differently – Don't be afraid to shake things up and try new ideas. When colleagues come up with great ideas, be their biggest fan. • Embrace change – When things change, acknowledge the loss that sometimes comes with it. Know that change can be tough, but it can also bring new opportunities. Keep moving forward.
We empower others	<ul style="list-style-type: none"> • Help each other to grow – Support people's growth and development. Work hard to provide places for people to flourish. • Seek to understand each individual – Care about your colleagues and customers and want to get to know them personally to help deliver truly person-centred care and services. • Team up – Work with colleagues both inside and outside your team to deliver the best outcomes for our customers.
We own it	<ul style="list-style-type: none"> • Take the lead – Take responsibility for your own actions, learn from mistakes and proactively seek opportunities to contribute, innovate and solve problems. • Keep promises – When you say you'll do something, do it. Assist your colleagues to do what they say they'll do too. • Challenge the status quo – Create safe spaces for others to speak up when they see an opportunity to improve and believe that we can disagree productively.

Pre-requisites:	Essential	<ul style="list-style-type: none"> • Relevant Tertiary qualifications in the Human or Behavioural Sciences, Allied Health, Aged Care or Community Services Fields • Experience in client case management • National Police check • Driver's licence
	Desirable:	<ul style="list-style-type: none"> • 5+ years' experience