

Position Description – Care Coordinator Support Officer

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

Role Purpose

The role provides administrative and co-ordination support to the Care Coordinator team with a continual focus on process improvements and exceptional customer service. The CCSO manages a client case load under the guidance of the Care Coordination team (reflecting the Wellness Model of Care).

Key Areas of Responsibility

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| <ol style="list-style-type: none"> 1. Provide administrative and co-ordination support to the Manager Care Coordination and the Care Coordinator team. 2. Coordinating a case load manage the intake, assessment and review processes as determined by the Manager Care Coordination. 3. Guide clients to easily access services and supports to meet identified goals. 4. Provide information to clients enabling them to make informed decisions. 5. Monitor client wellbeing and escalation of client care to Senior Care Coordinators. 6. Ensure the clients individual choices and views are heard, considered and respected. 7. Establish service and equipment requests and related procurement processes. 8. Provide exemplary customer services as the primary point of contact for the client and their advocate (s). 9. Coordinate services to ensure continuity of care as clients transfer between different levels of care within the same location. 10. Update services in the MAC portal with current services delivery. 11. Work collaboratively with the Care Coordination team and other key stakeholders reflecting a fully integrated multi-disciplinary framework. 12. Identify where other ECH services and programs will be beneficial to clients and their advocate (s) and promote them to ensure that individual needs are addressed. 13. Complete documentation within agreed quality standards and time frames. | <ol style="list-style-type: none"> 14. Undertake administration and reporting activities within agreed timeframes and quality standards. 15. Support and contribute towards improved service delivery, new business processes and business growth. 16. 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. 17. Ensure commitment to and compliance with ECH's Purpose, Values, policies, procedures, guidelines, work instructions and Code of Employment Principles. 18. Give full attention and energy to the role and willingly undertake reasonable requests. 19. Ensure that ECH property is kept secure against loss, theft or damage and is properly maintained at all times. 20. Be familiar with and comply with the Aged Care Quality Standards. 21. Identify and review opportunities for continuous improvement. 22. Develop and maintain strong working relationships with internal/external stakeholders. 23. Regularly undertake professional and personal development to maintain knowledge and skills and competency. 24. 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"> • Diploma in Community Services Coordination or Certificate III in Aged Care or equivalent • National Police check • Driver's licence
	Desirable:	<ul style="list-style-type: none"> • 5+ years' experience