

POSITION DESCRIPTION



Position Title:	Home Care Coordinator
Reports To:	Home Care Support Manager
Salary/Classification Level:	To be determined on appointment
Reporting to This Position:	N/A

Purpose of the Position

The Home Care Coordinator is responsible for coordinating individually tailored client in accordance with funding guidelines and the client service agreement in rural and remote parts of the Eyre Peninsula, Mid North and Lower North, Yorke Peninsula and Barossa Valley.

Under the direction of the Registered Nurse, Home Care Coordinators who hold an Enrolled Nurse qualification are also responsible for the delivery of care services to clients in the community within their scope of practice.

Your Team

The Home Care Coordinator is a role within Country Community Care and reports to the Home Care Support Manager. Whilst working as an Enrolled Nurse, the position works under the supervision of the Registered Nurse and Clinical and Service Development Manager.

The Home Care Coordinator works closely with other Home Care Coordinators, the Home Care Manager and Administrative staff.

Other Key Relationships

The Home Care Coordinator's key customers are County Community Care clients and their families. The position will also develop and maintain external networks related to community care and support services. The position will regularly interact with the Recruitment & CHSP Manager and Program Manager and will provide assistance in coordinating the work and performance of Care Workers.

Key Outcomes & Responsibilities

Effectively Coordinate Client Support Services

- / Provide current and accurate information to prospective clients about access and eligibility for a home care package.
- / Consult with prospective clients about the extent of service support they require to remain at home.
- / Develop and maintain an effective process for admission of clients into the program.
- / Receive client referrals and conduct initial assessments to develop appropriate and individualised service plans.
- / Consult with the client and their advocate and encourage participation when assessing and planning services.
- / Consider the clients social, cultural, psychological, physical, spiritual and environmental aspects when assessing them for services to ensure that a holistic approach to service provision is achieved.
- / Ensure service plans are in accordance with funding guidelines.
- / Monitor and review client needs, and update service plans to reflect any changes.
- / Ensure services are client focused and based on dignity, respect, cultural sensitivity and informed choice.

Provide Outstanding Customer Service

- / Deliver service that is connected, personalised, considerate and caring, in line with Helping Hand's service ethos.
- / Provide a highly responsive, flexible service, based on the principles of 'Individualised Service Planning'.
- / Provide all clients and their advocates with information necessary to enable them to make informed decisions in relation to their service requirements.
- / Offer clients of culturally and linguistically diverse (CALD) backgrounds information in their respective language.
- / Explain the need for Advocacy to clients and their family/preferred other.
- / Provide information in a manner that will be clear to clients, including considering
 - o CALD background,
 - o Rights of advocacy
 - o Choice and control
- / Communicate effectively and professionally with staff and clients.
- / Respond to out of hour's communication with staff and clients when urgent concerns are raised.
- / Act in a professional manner, promote and provide high quality customer service in the workplace.

Develop and Maintain Effective Networks

- / Establish and maintain effective community networks with key stakeholders.
- / Liaise with other agencies where applicable, to enable the client to receive the services required.
- / Liaise with service clubs/groups to facilitate the client's continued integration within their community.
- / Attend external meetings with other service providers.
- / Represent the organisation in a friendly, professional manner.
- / Present and share information with internal and external stakeholders as required.

Maintain Accurate Documentation and Records

- / Maintain accurate defensible documentation, reflecting the services provided and outcomes achieved.
- / Conduct random and planned audits on documentation to ensure it accurately reflects processes and outcomes.
- / Undertake limited administrative tasks including correspondence, word processing and data entry.
- / Record client movements, discharge and admissions.
- / Update the daily client register to enable accurate reporting to the Departments of Social Services and Human Services.
- / Monitor monthly cost centre reports and client budgets to ensure that the program and clients remains within budgeted projections

Teamwork & Communication

- / Assist the Recruitment & CHSP Manager to select and orient new employees.
- / Assist in developing and implementing appropriate training for care staff.
- / Provide input in the appraisal of care staff.
- / Participate in regular staff meetings, including care staff meetings, coordination forums and safety, quality and risk (SQR) meetings.

Continuous Improvement and Professional Development

- / Participate in the development and review of relevant procedures and promote their use.
- / Participate in performance management and annual appraisals
- / Participate in all aspects of quality Improvement.
- / Review and assess action forms and recommend changes to due process to ensure quality improvement is achieved.
- / Participate in audits, client and staff surveys.
- / Assist in facilitating education on quality Improvement for Care Workers.
- / Participate in the development and ongoing review of the continuous improvement plan.

Provide High Quality Client Nursing Care (Enrolled Nurses Only)

- / Deliver person centred care to clients, applying professional nursing skills and knowledge within their scope of practice and applying contemporary approaches to in home nursing care.
- / Conduct assessments to enable the provision of prescribed treatments/ services/ nursing assistance for all Home Care clients who require this service or refer to a Registered Nurse where appropriate.
- / Undertake clinical tasks as directed by the Registered Nurse.

Carry out other duties consistent with the purpose of the position, as directed by clinical staff or Management.

Selection Criteria

Essential

- / Relevant Certificate IV Qualification or Enrolled Nursing Qualification and current registration with AHPRA.
- / Senior First Aid Certificate.
- / Sound knowledge of the needs of vulnerable people who wish to remain living in their own homes.
- / Ability to plan services to be flexible and meet individual client needs.
- / Well-developed leadership skills and the ability to work cooperatively as a team with staff.
- / Ability to be innovative and creative in delivering services to Clients in their own home.
- / Ability to maintain data collection and outcome measurement systems
- / Excellent written and verbal communication skills
- / Demonstrated time management and organisational skills.
- / Computer literacy in a windows environment.
- / Current Driver's Licence
- / Own car or access to vehicle.

Desirable

- / Experience in Aged Care.
- / A knowledge of community services and networks including those within the region that may be accessed by Clients.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.

This position description forms part of the contract of employment.