POSITION DESCRIPTION

Position Title:	Home Care Coordinator
Reports To:	Home Care Support Services Manager
Salary/Classification Level:	Helping Hand Residential and Home Care Enterprise Agreement 2014 Community Health Services Employee Level 6
Reporting To This Position:	Nil

Purpose of the Position

The Home Care Coordinator is responsible for delivering exceptional customer service to clients, families and advocates. Responsible for coordinating services tailored to suit the individual client needs, in accordance with the service agreement. This includes liaising with external agencies, conducting effective assessments and reviews of client needs, planning, and coordination and case management.

Your Team

The Home Care Coordinator is a role within Home Care Services team based in Adelaide

Other Key Relationships

The Home Care Coordinator will work closely with the Home Care Services team, and external agencies and is expected to establish and maintain partnerships with key community groups, service providers and referral networks.

Key Outcomes & Responsibilities

1. **Effectively Coordinate Client Support Services**

- Conduct initial assessments and service reviews, and develop plans for clients. Provide ongoing case management as per funding requirements.
- Receive referrals and assess needs to provide appropriate services.
- Develop and plan individualised, high quality services that reflect the needs of the client.
- Monitor and review client needs and update Agreed Support Plans to reflect any changes.
- Ensure services are client focused and based on dignity, respect, cultural sensitivity and informed choice.
- Perform duties consistent with the purpose of the position and as directed by the Support Manager.

2. Develop and Maintain Effective Networks

- Establish and maintain effective community networks with key stakeholders.
- Representation in collaboration with other agencies through involvement in steering/working groups.
- Create opportunities to ensure Helping Hand maintains a positive profile and image in the community and industry.

3. Customer Service

- Act in a professional manner, promote and provide high quality customer service in the workplace.
- Provide a highly responsive, flexible service, based on the principles of 'Individualised Service Planning'.
- Promote the Organisation Plan to meet the ongoing and changing needs and preferences of existing and future clients.
- Undertake on-call duties as required.
- Demonstrate excellent communication and problem resolution practices
- Provide timely response to all switchboard/phone/email or other enquiries within organisational guidelines, and route clients accordingly.

4. Continuous Improvement and Professional Development

- Use feedback to develop and continually improve services.
- Demonstrate commitment to continued learning and participate in training and development activities.
- Identify opportunities for service growth and expansion and implement new service direction.
- Contribute to the collection, input and reporting of activity and service provision data using a variety of data management systems, maintaining a high level of data integrity.

Selection Criteria

Essential

- Minimum Certificate III in Community Services or equivalent work experience
- A strong theoretical approach to working with ageing population and demonstrated practical application of this approach
- Excellent client engagement skills and the ability to recognise and promote opportunities to increase client services
- Ability to demonstrate an understanding of community resources and supports to enhance client services
- Excellent verbal and written communication skills and the ability to simplify complex information
- Ability to maintain data collection and outcome measurement systems
- Well developed time management and organisation skills
- Demonstrate patience, resilience, compassion and confidentiality
- Current Police clearance and Department for Communities and Social Inclusion (DCSI Clearance)
- A current Driver's Licence.
- Own car or access to vehicle

Desirable

- Tertiary qualifications in Nursing, Aged Care or a related field

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.