

## integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

## Specific Role Details

Position Title	Senior Health Coach				
Unit	Operations	Function	Health Services	Team	Short Term Restorative
Unit Purpose	Delivery of services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving				
Team Purpose	Provision of health coaching and restorative health care management to promote and improve client health and wellbeing outcomes.				
Position Purpose	<p>Assess, plans, implements, and evaluates services for clients to maintain and improve their level of health management and to support client independence and wellbeing through restorative or reablement activities, providing safe and effective health including:</p> <ul style="list-style-type: none"> <li>Collaborating with other health professionals to establish the needs and goals of clients and ensures that these are addressed through a care plan that encourages independence, empowerment, autonomy, and dignity</li> <li>Promoting health literacy and empowerment of clients, their families and carers through coaching, education, and assistive technologies.</li> </ul> <p>Grows the business through promotion of integratedliving services and facilitation of community-based wellness programs</p>				
Location	Home Based & Clients homes within region		Reports to (position)	Senior Manager – Health Services	
integratedliving Job Family	Health Partner		integratedliving Pay Range or Pay Grade	NC2 or AHC3	

## Accountabilities shared by all integratedliving positions

Supporting Values, Purpose & Strategy	Actively connect to integratedliving's purpose and values by behaving in accordance with integratedliving values at all times, supporting the implementation of organisational strategy.
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.
Compliance and Workplace Health & Safety	Demonstrate individual accountability for adherence to integratedliving policies and processes and relevant external quality, safety and governance frameworks and regulations. Contribute actively to a safe and respectful workplace.

## Accountabilities



<b>Assessment and Evaluation</b>	<p>Collaborate with other Health Professionals to conduct evidence-based and best practice clinical and health assessments to evaluate the client's needs and create Short Term Restorative Care Plans</p> <p>Evaluate the progress of clients against goals</p>
<b>Individual Care Planning</b>	<p>Work collaboratively as part of the integratedliving team to provide holistic care to the client including liaising with other Health Partners, and other integratedliving roles.</p> <p>Develop goals in collaboration with the client, their carers, other health providers</p>
<b>Provision of Direct Care and Case Management</b>	<p>Provide direct care and coaching to clients to achieve agreed goals and optimal levels of functioning independence and self-care.</p> <p>Collaborates with other Health Professionals (external) and integrated living roles to recommend improvements to increase quality of outcomes and client experience.</p> <p>Facilitate access to Telehealth and other specialised services in the clients' home.</p>
<b>Clinical Expertise</b>	<p>In addition, provides clinical expertise to colleagues to support implementation of services and through contributing to meetings and projects.</p> <p>Provide coaching and support to others within integratedliving to build their capability in specific services or areas of specialisation.</p> <p>Where required, train or coach other integratedliving team members to provide services</p>
<b>Collaborate with, and connect to, Health Providers</b>	<p>Engage with external clinical or health services to connect with clients, as required to support their care plan and services.</p> <p>Build community networks to support client care and promote integratedliving services</p>
<b>Health and Wellbeing promotion</b>	<p>Identify opportunities to improve services within the clients care story to ensure optimum utilisation of integratedliving's services.</p> <p>Develop person centred strength-based goals for client enablement including building health literacy to inform client decision making</p>
<b>Client Safety &amp; Wellbeing</b>	<p>Establish a rapport and collaborate effectively with clients and their carer, other health professionals and stakeholders to identify and manage risks and hazard, achieve positive outcomes for the client. Support clients and carers in informed decision making.</p>
<b>Documentation and Reporting</b>	<p>Document required case notes and information and communicate effectively with all relevant stakeholders; ensuring that mandatory, legal and professional standards of documentation are met.</p>
<b>Quality, risk, and compliance management</b>	<p>Maintain professional standards and client care, and undertake mandatory training, ensuring client safety and achievement of expected health outcomes.</p> <p>Monitors and reports on compliance, recommending corrective action</p> <p>Practice in accordance with legislative and common law affecting the nursing/professional practice and demonstrate personal accountability</p> <p>Use procedures, knowledge, experience, and precedent to guide decision making; escalates decisions outside of the procedure and makes recommendations for appropriate action.</p>
The accountabilities stated reflect the primary functions of this position and should not be construed as an exhaustive list of duties. Accountabilities may vary or be amended from time to time without changing the position	
<b>Delegations</b>	
Delegations for position are outlined in the integratedliving Delegation's Policy.	



### Key Position Relationships

Internal	Health Services Senior Leadership	Service Delivery Team
	Customer Service Team	
External	Government Agencies	Community Health Providers
	Clients, client families and client carers	

### Qualifications, Demonstrated Success Factors, Capabilities & Credentials

Qualifications & Experience	Degree qualification in nursing, allied health or significant relevant industry experience and registration with Australian Health Practitioner Regulatory Agency (APHRA) or relevant industry peak body.
	3 plus years of clinical or case management experience in Nursing or Allied Health and ongoing commitment to professional development.
Demonstrated Success Factors	Provision of services in a consumer directed care framework including experience of community nursing, or allied health therapy
	Proficient use of technology, including mobile platforms and telehealth
	Development of care plans built in collaboration with clients and other health professionals
	Ability to build rapport and motivate clients
Capabilities	<b>Create a Connection:</b> We enable our clients to achieve better health outcomes by working in partnership with them to understand their needs and deliver on their expectations.
	<b>Person Centred:</b> I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcome that create value and enable our clients.
	<b>Communicate and Collaborate:</b> I share information and learning with others by actively listening and asking questions to collaboratively reach a shared understanding and demonstrate empathy.
	<b>Act professionally:</b> I interact with others professionally, with integrity, in a fair and respectful manner as measured against our code of conduct and values.
	<b>Network:</b> I bring people together and build relationships through partnership and collaboration for mutual learning, shared growth and to optimise value creation
Credentials	Satisfactory Police Check
	Current Driver's Licence
	Working with Children Check or equivalent
	Current CPR Certificate
	Registration with AHPRA or relevant industry peak body

