

Wellness Centre Coordinator



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	Wellness Centre Coordinator				
Unit	Operations	Function	Wellness Business	Team	Wellness Centre Services
Unit Purpose	The Operations Unit deliver 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	Our Wellness Team provides centre-based and Virtual Wellness Services, to support our clients and their carers to achieve better health and wellbeing outcomes consistent with the integratedliving signature experience.				
Position Purpose	<p>Provides first contact and ongoing support to community, potential and current clients, carers, and families.</p> <p>Explains and promotes integratedliving services both face to face and virtual, and supports clients to navigate through the system, design solutions and coaches' clients to implement the solution.</p> <p>Draws upon their knowledge across integratedliving processes and packages to support clients to manage through complex and varied situations.</p>				
Location	Centre-based	Reports to (position)	Manager – Wellness Centre Operations		
integratedliving Job Family	Health Connect	integratedliving Pay Range or Pay Grade	Band B - AHB2		

Accountabilities shared by all integratedliving People Leader positions

Support Values, Purpose & Strategy	Actively build the teams connection to integratedliving's purpose and values by role modelling, reinforcing, and leading the embedding of integratedliving values both within the team and broader organisation.
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.
Compliance and Work 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	
Navigate integratedliving services	<p>Supports new and potential clients to access integratedliving services, Activity or Wellness Centres including Virtual Wellness Services, and coordinates service delivery.</p> <p>Assist clients and client's families to identify their support needs and the relevance of the integratedliving Service/Centre's.</p> <p>Guides clients through processes to access services and optimise services including addressing, eligibility criteria, capacity, waiting periods, and relevant fee structures and defining when or how services are delivered.</p>
Addressing client needs and delivering the plan	<p>Establish and address client service needs. This includes the coordination of processes and documents to support entry, review, exit of services on behalf of clients.</p> <p>Identifies the need for immediate short-term assistance for clients, including provision of actions to ensure client safety.</p> <p>Coordinates services required by the client and client's family that enable clients to achieve their goals by building on their strengths and focusing on solutions and monitoring their ongoing effectiveness.</p>
Issues resolution	<p>Initiates complaint handling and feedback management process as required.</p> <p>Collaborates with integratedliving team members to address service improvement requirements resulting from client, team member or stakeholder feedback and/or internal and external evaluation processes.</p>
Schedule or coordinate resources	<p>Co-ordinates and schedules activities or resources to ensure that service outputs are achieved on time and within budget.</p> <p>Connects resources to match service needs of the client's care plan and schedules other integratedliving team members or external resources to deliver agreed services.</p> <p>Closes out unforeseen service gaps, due to staff absence in order to support business continuity.</p>
Referrals and promotion of services	<p>Engages with clients to determine eligibility for the organisation's services and referring potential clients to other more relevant services if required.</p> <p>Expedites client referrals from My Aged Care or other referral sources.</p> <p>Qualifies client's eligibility to specific Services and/or Activity or Wellness Centres and makes appropriate referrals.</p>
Build relationships	<p>Builds an ongoing relationship with the client that enables ongoing provision of quality service and identification of opportunities to improve service. Supports clients that have difficulty in identifying their own needs or accessing services.</p> <p>Supports the client and client's family to work with external organisations and groups that are also engaged in the provision of service.</p>
Quality, Risk & Compliance	<p>Coordinates compliance activities to ensure data integrity and adherence to policy and procedure.</p> <p>Monitors and reports on compliance, recommending corrective action.</p>
Data management & Reporting	<p>Maintains appropriate statistics, administrative records, and reports in a manner consistent with integratedliving standards for client documentation.</p> <p>Access and maintain IT systems and databases to ensure timely and accurate information transfer.</p>



Accountabilities

Person-centred	Promote, model and embed a client focused culture and person-centred care philosophy to create a signature client experience that is unique to integratedliving.
Business Development	Pursue targeted opportunities with other organisations for business development and growth.
Seamless service delivery	Collaborate with other teams in Operations and rest of business to ensure clients receive seamless and timely service and resolution of issues.
Financial	Monitor Profit and Loss for Centre.
Outputs	Responsible for the delivery of centre forecasted outputs.
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	

Delegations

Delegations for position are outlined in the integratedliving Delegation's Policy.

Key Position Relationships

Internal	Activity & Wellness Centre teams	Operational Unit
	Corporate Services	Quality & Governance
	People Unit	Volunteers
External	Suppliers & Brokerage agencies	

Qualifications, Demonstrated Success Factors, Capabilities & Credentials

Qualifications & Experience	Certificate IV in Personal Training – mandatory Experience in Gym Management, Customer Service and Sales – highly desirable
Demonstrated Success Factors	Commitment to providing exceptional customer service and ability to create a supportive and empowering environment for customers and carers.
	Highly effective communication and interpersonal skills, able to effectively engage with multiple stakeholders and adapt style to suit audience.
	Experience in health & wellbeing promotion and social inclusion.
Capabilities	Person Centred: I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcomes that create value and enable our clients.
	Create a Connection: I walk alongside our clients to connect them to services, advocating as their “eyes and ears” to identify opportunities to achieve their goals and address issues.
	Act Professionally: I interact with others professionally, with integrity, in a fair and respectful manner as measured against our code of conduct & values.



Credentials	Satisfactory Police Check
	Current Driver's Licence
	Current First Aid & CPR Certificates
	Fitness Australia Registration

