



## POSITION DESCRIPTION

Lutheran Community Care

<b>Position:</b>	Pathway Planning Coordinator	<b>Service:</b>	LCC Toowoomba
<b>Department:</b>	At Home Services / Community Services	<b>Updated:</b>	January 2017
<b>Conditions:</b>	Individual common law contract		

### Purpose of the role

The role is designed to undertake assessment of referrals and provide Care Coordination (Plan Management) services to clients in accordance with the LCC Plan Management strategic direction which includes: program philosophy, aims, objectives, policies and protocols.

### Operating environment

This position will operate within one or more services of Lutheran Community Care (LCC) within the Toowoomba and south-west region. LCC is a respected not-for-profit organisation providing services in the fields of aged care, family and youth support, disability and chaplaincy in South-East Queensland. LCC strives to provide its clients with an exceptional positive experience.

The role focuses on delivering plan management services and coordination in a way that ensures high client satisfaction whilst meeting all compliance requirements of the government funding body. The clients will be free to choose whether to have services delivered by LCC or other service providers. An innovative approach will be required to ensure that the optimal result is achieved for the client.

### Reporting relationships

The position reports to the Business Development Manager.

### Working relationships

- (a) Internal**      Community Services Finance Manager  
                         General/Service Manager Aged Care  
                         Director - Community Services
- (b) External**    External service providers and agencies within the region  
                         Including the NDIA, LAC, ACAT, Government Agencies, multiple local networks and  
                         relevant stakeholders

### Major responsibilities

Within the policies established by LCC and working in collaboration with relevant managers and employees, the occupant of this position will:

- Receiving and screening referrals and undertake a comprehensive assessment of the individual needs of new clients;
- Designing appropriate packages of services for new and existing clients, that are responsive to the needs of clients/carer(s) and within program budget;



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- Implementing and providing ongoing review and coordination of the delivery of services to clients;
- Conducting regular reviews and initiate case planning meetings as required including providing support to clients and carer(s) as appropriate;
- Acting as an advocate on behalf of the client as necessary;
- Liaising with local service providers to ensure a coordinated system of service provision through effective communication and matching of services, support workers and clients;
- Participating in relevant local case and service planning meetings, service consultations and coordination processes;
- Ensuring that duties are undertaken in a coordinated and integrated manner within LCC;
- Maintaining comprehensive and up to date client records and ensure their safe custody and confidentiality at all times;
- Monitoring the cost of individual care packages to ensure they are within the budget allocated;
- Preparing all financial and statistical data applicable to the role and maintain administrative records as relevant to the role;
- Advising and liaising with the Program Co-ordinator and Management of LCC in respect to local issues and the planning and implementation of the Program at the local level;
- Participating in program planning meetings and other quality assurance activities;
- Program monitoring and reviewing processes (in liaison with the Program Coordinator) to ensure efficient and effective operation within the philosophy, aims and objectives of the Program;
- Updating and developing your own professional knowledge and skills and apply this to the development and delivery of the Program within area of responsibility;
- Ensuring that activities are undertaken at all times in accordance with program philosophy, policies and guidelines toward achievement of the Program's aims and objectives.

### Qualifications and experience

Incumbent will possess tertiary qualifications in Occupational Therapy, Social Work, Psychology or other relevant health-related area. This position requires thorough contemporary knowledge and understanding of the NDIS and plan management as well as Disability and Home Care Packages.

The incumbent will have the ability to communicate effectively with a wide geographically and culturally diverse range of internal and external stakeholders to deliver care coordination. The incumbent will also demonstrate respect and understanding of the client's right to informed choice, independence and determination of services required and delivered, within the framework of the Program. Knowledge of Microsoft products and Procura (or similar) would be highly regarded.

This position requires possession of a current Australian driver's licence and compliance with the Disability Services Act 2006 screening requirements for non-government services providers as well as a Federal Police check check.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by LCC Chief Medical Officer.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organisation.
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