



Lutheran Community Care

POSITION DESCRIPTION

Position:	ACFI Regional Coordinator	Service:	Lutheran Community Care Residential Services
Department:	Aged Care	Developed:	March 2017
Conditions:	Common law contract		

Purpose of the Role

This role exists to support Lutheran Community Care (LCC) aged care services to claim their full, legitimate entitlement to care subsidies available through the Commonwealth Government's Aged Care Funding Instrument (ACFI) system.

Operating Environment

This position is based at the Support Centre at Milton, Brisbane of LCC, a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

LCC aged care comprises nine aged care services at ten separate locations in Queensland. Locations are within the Central, Darling Downs and South Burnett regions, Sunshine Coast, Central and South Brisbane and Gold Coast. Lutheran Community Care (LCC) residential services have a combined total of more than 900 residential places for older Australians, including specialist dementia units with a focus on community living and involvement, access to Community Care Services and Independent Retirement Living Units. The role requires frequent travel to LCC services.

The relevant site manager and care manager are jointly accountable for the correct, timely submission of ACFI claims. This role and the ACFI Manager are to support, prompt, encourage and educate employees about the requirements of ACFI, as well as to contribute to the development and implementation of a consistent ACFI system across LCC.

Reporting Relationships

The ACFI Regional Coordinator reports to the ACFI Manager who is also based at the LCC Support Centre. This position will consult, collaborate and network with LCC managers, ACFI Coordinators (at site level) and all staff. The position has no direct or indirect reports.

Major Responsibilities

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

- Oversee and maintain ACFI systems which support operational and care teams within LCC residential services to ensure ACFI revenue is claimed within a timely manner and is reflective of the care needs of residents on initial entry into the residential service and on an ongoing basis.



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- Assist ACFI Coordinators (at site level), clinical and service managers to identify the assessed care needs of each resident based on what the resident's requirements are, and why the resident is unable to meet these themselves through established ACFI systems and processes;
- Provide advice, education and support to employees in the effective use of LCC clinical documentation and iCare systems for preparing ACFI submissions, while ensuring a consistent, systematic approach to documentation is implemented across all services;
- Participate in audits of ACFI packs as part of the quality team's gap analysis program, or ad hoc as required
- Report to the ACFI Manager any issues that arise or improvement suggestions related to implementation, ongoing coordination and maintenance of the ACFI system within Lutheran Community Care Residential Services;
- Support ACFI Coordinators and Clinical Managers to prepare ACFI submissions by following the LCC ACFI Claiming Process Guide to ensure ACFI submissions are submitted in an appropriate timeframe;
- Review all residents on a regular basis for increased health and wellbeing requirements that meet the ACFI business rules for claiming through existing scheduled ACFI site meetings;
- Participate in the reporting of ACFI monitoring outcomes to ensure the management of ACFI processes, including documentation management and compliance with ACFI business rules;
- Identify employees' ACFI training needs and provide training as required;
- Promote a positive culture that builds effective strong professional relationships to drive new and existing ACFI initiatives across the organisation;
- Provide on the job support to ACFI Coordinators, and orientation and on-boarding of new ACFI Coordinators at residential services.

Qualifications and Experience

The occupant must have a comprehensive, up-to-date knowledge of the operations and business rules of the ACFI. It is essential to have highly developed organisational and time management skills and excellent interpersonal skills. This role requires a keen business mindset for financial targets and an understanding of the activity that drives improved, appropriate ACFI claiming. They need to have proficient skills of electronic documentation and reporting systems, as well as skills as a trainer. They should also be comfortable with planning and working in multi-site environments and ensuring comprehensive ACFI records and packs are ready for validation. It is desirable the occupant has intermediate skills with iCare.

This position requires the ability to effectively and appropriately communicate with a wide variety of stakeholders, including co-workers and managers, residents and families, industry colleagues, and relevant Government Departments.

The incumbent must maintain and have a positive federal police check and an Australian driver's licence.

The incumbent will be required to provide medical information relevant to their capacity for this position by completing LCC's pre-employment medical screening process and be deemed fit for the role by LCC's 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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