

Position Description

Home Care Coordinator

Location: Various

Department/Team: Aged Care and Quality

Reports to: Home Care Manager/Regional Home Care Manager

Direct Reports: Home Care Support Workers

Effective Date of PD: January 2023

Agreement Reference: TBA

Lutheran Services Position ID#: TBA

Primary Objective:

The role of Home Care Coordinator is designed to support older Australians to live safely, confidently and as independently as possible in their own homes whilst maintaining effective interaction with their communities, through the coordination of effective goal planning, care planning and budget management to ensure government funding is meeting the individual needs of the client.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Lutheran Services Home Care Clients; CHSP Clients and potential Clients
- Service Managers;
- Regional Manager - HCP;
- Personal Care Workers;
- Home Care Administration Staff;
- PC&D Team;
- Finance Team;
- Quality Partners;

The position has no indirect reports.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Home Care Coordinator is a **Leader of Teams**.

Leader of Teams.

- Ensure that team practices are informed by client experience and feedback is regularly sought and provided;
- Responsibly initiate opportunities for improvement to support team effectiveness and positive client outcomes;
- Drive collaboration and strong working relationships that encourage shared goals and enable teams to work together effectively;

- Demonstrate and role model a focus on self-development, openness to feedback, and resilience through challenging situations;
- Deliver strategic outcomes through innovative problem solving, organisation, and improvement of processes;
- Develop, execute and evaluate team plans and processes that use resources efficiently and deliver high-quality outcomes.

Role Specific Accountabilities:

- To monitor and lead the coordination of business processes to ensure compliance with organisational standards and the Aged Care Act (1997) including effective care planning, goal setting and budget management.
- Work collaboratively with Home Care Coordinators, ACAT Assessors and the wider community to develop collaborative, connected communities in the areas which we serve.
- Ensure all onboarding and offboarding as well as regular assessments are recorded and meet industry best practice.
- Ensure optimisation of system tools to deliver quality care, goal plans, budgets, scheduling and billing for clients.
- Work with Quality Partners in regards to monitoring and reviewing gaps and implementing continuous improvement opportunities.
- Ensure all Home Care Packages remain compliant with government standards and delivers exceptional client satisfaction.
- Support Clients to develop and/or review care and goal plans to meet individual Client needs within their Home Care Package budget.
- Undertake or arrange for relevant assessments and third party assistance as and where required.
- Monitor and review the delivery of services to meet Clients individual needs.
- Maintain appropriate communication with carers, family members and advocates nominated by the Client.
- Undertake regular risk assessments associated with the delivery of services.
- Identify suitable external service providers and negotiate their involvement with Home Care Package Clients.
- Undertake other administrative duties associated with the Home Care Coordinator role including new customer sign ups, reimbursement processing, requests for upgrades, service on hold management as well as other duties as required.

Position Requirements:

Essential:

- Relevant experience in Home and Community Care, Case Management and/or Aged Care.
- Ability to collaboratively promote and guide the implementation of quality care including care plans, goal plans and assessments while remaining within the regulatory guidelines and optimising utilisation of Personal Support Workers.
- Ability to build strong rapport with clients, members of the Lutheran Services Team and external providers.
- A passion for promoting independence and self-determination by older people.
- Practical problem solving.
- Ability to manage multiple competing priorities and adjust priorities and plans as required.
- Strong attention to detail and accuracy.
- High level of written and verbal communication skills.
- Strong customer service ethic.
- Demonstrated analytical and problem-solving skills.
- Ability to work unsupervised under own initiative.
- Commitment to collaborative teamwork, partnering approach to building positive relationships.
- Experience working in a similar position;
- Must maintain a valid NDIS Worker Screening clearance;

- Must maintain a valid Police Check;
- Must hold a valid Queensland Driver's Licence and own vehicle.

Desirable:

- A university degree within a community/aged care service related field.
- Strong computer literacy.
- Strong community links.
- Experience with case management and rostering software.
- Budget management experience.