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| **POSITION DESCRIPTION** | |
| **Position Title:** | Multidisciplinary Team Coordinator |
| **Service/Facility/Department:** | Community Aged and Disability Services |
| **Direct Reports:** | Clinical nurses, Registered Nurses, Enrolled Nurses, Allied Health Assistants and Professionals, Diversional Therapists |
| **Key Relationships:** | **Internal:** Service Manager, Service Coordinator, Client Liaisons, Team Leaders, Administration staff, Lifestyle Coordinator, Volunteers, Client Services and Anglicare central support teams |
| **External:** Clients and their Carers, Referral Agencies – Doctors/Nurses, Agency staff, Hospital staff, other Service Providers, Subcontractors |

**Position Statement / Overall Purpose**

The overall purpose of the Multidisciplinary Team Coordinator is to be responsible for overseeing the coordination of clinical, nursing, allied health and specialist services to eligible clients; the leadership and management of the multidisciplinary team and the provision of operational support to the Service Manager.

The role supports the provision of human, material and educational resources across all services within the region, complying with funder accountability, quality accreditation and budgetary requirements.

The Multidisciplinary Team Coordinator will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current registration with AHPRA
* Current Queensland Driver Licence and own reliable transport
* Degree in a health profession and relevant practical experience in a leadership role

**Key Selection Criteria**

* Demonstrated experience in the coordination and evaluation of clinical and therapy services within the community and/or human services sector
* Knowledge of or ability to acquire legislative requirements of community aged care including the *Aged Care Act (Commonwealth 1997) and Disability Service Act 2006 (Qld)* and Workplace Health and Safety regulations and requirements
* Demonstrated ability to provide leadership and supervision to team members and capacity to build effective and collaborative relationships with community partners and stakeholders
* Exceptional written and verbal communication, negotiation, influencing and problem solving skill
* Ability to motivate and work with staff within a complex team environment, and provision professional development opportunities as required
* High level computer skills in Microsoft Office and capacity to use various databases
* Knowledge of Continuous Quality Improvement and experience in providing organisational support through Accreditation processes

**Key Accountabilities and Responsibilities**

1. **Accountability: Coordinate clinical, allied health and specialist services**

***Manager the coordination of quality clinical service delivery to clients and providers.***

**Responsibilities:**

* Oversee client service delivery and support the development, implementation and monitoring of local operating processes
* Collate and report on feedback from clients and stakeholders and assist in managing compliments and complaints
* Ensure client data and documentation is current, accurate and available
* Maintain relationships with referrers to ensure maximum funding utilisation and liaise with appropriate agencies regarding client support strategies
* As part of the service leadership team, contribute to the development, implementation and monitoring of business and operational plans
* Liaise with appropriate agencies, contractors in the provision of services, family members/carers or internal and external service providers.
* Provide hands-on service to clients, if required, to minimise the impact of any shortfall or urgent service demands

1. **Accountability: Leadership of Direct Reports**

***Effectively lead, manage and develop a team, within an environment which encourages staff to work cooperatively***

**Responsibilities:**

* Influence and lead contributions to a service culture that is client-focused, productive, professional, collaborative, flexible and aligned to Anglicare values
* Contribute to people management of the service including recruitment; on-boarding; professional development; regular performance management; continuous improvement of resource allocation and services to delivery; workforce planning; grievance and discipline issues; and separation
* Adherence to workplace health and safety, employment and anti-discrimination legislation
* Provide on call support to staff for client, staffing and service delivery issues as required
* Communicate effectively with all internal and external stakeholders, to support service delivery

1. **Accountability: Continuous Quality Improvement**

***Maintain daily operations with a focus of continuous quality improvement***

**Responsibilities:**

* Coordinate audits and ensure compliance with Anglicare policies/procedures.
* Monitor internal processes and systems to ensure a consistent approach to continuous quality improvement strategies
* Monitor service stock control systems to ensure financial accountability
* Assist in identifying professional development opportunities in line with emerging industry trends

1. **Accountability: Contemporary Practice Standards (care and clinical)**

**Responsibilities:**

* Maintain evidence based professional, legal and ethical standards of practice
* Complete analysis and professional development to ensure knowledge is current and relevant
* Share knowledge and contribute to improvements in clinical services
* Implement outcomes from organisational reviews and other initiatives to enhance service delivery
* Participate in relevant local forums and organisational communities of practice

**Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.
* Relieve the Service Manager as required

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.