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| **Position Title & Level/Grade:** | Aged Care Services Coordinator Level 4 | **Department:** | CHOICES & Aged Care Services |
| **Reports to:** | Aged Care Program Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | CHOICES & Aged Care TeamWider CatholicCare Team | **External Liaisons:** | Participants and their families/carers and networks. Key stakeholders and relevant agencies include My Aged Care, Medicare, DSS, Public Trustee. |

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| **Position Objective** | The CHOICES and Aged Care Portfolio provides support to people with an intellectual, physical or psychosocial disability, or individuals who are aged. All services are person centered and aim to enhance the independence and choice of each individual supported. The aged care services in particular provide support to individuals accessing services through two funding streams, the entry level Commonwealth Home Support Programme and the higher level Home Care Package funded services.As the Aged Care Services Coordinator you will work to provide, person centred case management and coordination services under the Home Care Packages (HCP) program and coordination services through the Commonwealth Home Support Programme. You will work across the programs to a develop individual support plans that define the services to be provided in order to support individuals to maintain independence and achieve their goals.Responsibilities include, but are not limited to: managing requests for service and on boarding of individuals; working with individuals living in their own home to assess and determine the level of case management and services required in accordance with their package or CHSP services; liaising with the scheduling team and coordinating the provision of services; ongoing liaising with individuals in the choice and planning of their services; monitoring individual budgets and ensuring budgets are not exceeding package funds and assisting with the administration of the service. You are required to work within a Consumer Directed Care (CDC) framework and ensure customer service is foremost in carrying out the accountabilities of the role. Services are delivered in accordance with the Aged Care Quality Standards, Aged Care Act, Home Care Programme & CHSP Operational Manual, as well as all applicable CatholicCare policies and procedures. |
| **Key Responsibilities** | **Providing a Quality Service*** Manage requests for service, including waitlist, through the My Aged Care Portal on a daily basis, ensuring compliance with My Aged Care and CHSP Guidelines.
* Liaise with referring agencies, Aged Care Assessment Services, health providers and community services
* Sign up new clients (may include home visits); complete on-boarding documents and ensure they understand the program / supports provided
* In partnership with the individual, implement support plans, ensuring supports are consistent with plan / client goals and for HCP, ensure the support plans are in line with and continue to be in line with available package funds.
* Develop person centred shifts plans and supporting documents to guide the delivery of services.
* Regularly monitor and update care plans / services and evaluate outcome goals in collaboration with client to ensure the delivery of a quality
* Pro-actively communicate and work with clients to provide a quality service and provide a timely response to all client communications
* Liaise with Scheduling Team and Support Workers to implement support plans, ensure shifts in place and provide a quality service
* Actively refer clients back to My Aged Care should their need increase or change.
* Help develop exit strategies for clients leaving the service

**General Administration*** Establish and maintain client files e.g. assessments, care plans and case notes
* Ensure client records and data is up to date. Case notes are recorded in relevant case management system within 24 hours and are objective, factual, and concise
* Ensure clients are exited from the Client Management System and MAC within the required timeframes as outlined in Operations Guidelines.
* Ensure client shifts are recorded / confirmed in the system
* Track, collate, record and provide relevant data as required
* Confirm and code staff shift allocation in line with timesheet process
* Files are archived in line with Archiving Policies & Procedures,
* Contribute to invoicing in line with the Invoicing Policies & Procedures

**Marketing*** Actively promote and market the program and services to other agencies and potential customers
* Establish primary referral relationships in the community including hospitals, GP’s, Parishes, aged care providers etc.
* Contribute to the review and update of program materials
* Participate and engage in relevant professional networks

**Quality Assurance*** Develop a working knowledge and professional network of relevant services in the community sector, specifically aged care
* Develop and maintain a working knowledge of the Aged Care Standards.
* Undertake training and professional development as required
* Actively participate in annual performance appraisal and supervision
* Maintain competencies in all current IT applications e.g. Microsoft applications, phones, printers, TCM and other software
* Ensure services are provided in line with CatholicCare policies & procedures, including WHS
* Maintain a working knowledge of the CHSP and HCP Program guidelines; and all relevant legislation and regulations
* Actively participate in continuous quality improvement activities and accreditation requirements, including the development and review of policies and procedures
* Provide accurate data collection and assist with preparation of statistics and information for reporting

**Team Work*** Ensure that appropriate training, supervision, mentoring, support and communication is provided to other staff, including CHOICES Personal Assistants.
* Contribute positively to the workplace environment
* Act as a contact and role model for CHOICES Personal Assistants
* Actively support colleagues and staff in the provision of services and work related activities

**Other Duties*** Participate in On Call as per the On Call Policy and Procedure as discussed with your manager
* Participate in team meetings and working groups as required
* Other duties as required
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| **Key Selection Criteria** |
| * A Tertiary Qualification in a relevant field eg. Social Work, nursing, allied health, case management or relevant
* Demonstrated experience in case management or coordination, preferably within a community aged care setting
* Demonstrate excellent planning, organisational and time management skills
* Demonstrate experience in managing client budgets with a focus on quality services and person centred supports
* Understanding of Equal Employment Opportunity (EEO), Work, Health & Safety and Confidentiality
* Hold a current drivers’ license, and be willing to undergo a police check.
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| **Experience & Knowledge** | * Knowledge of the aged care sector and services
* Experience working with people with who are aging
* Knowledge of related standards, laws, legislation, awards regulations and codes
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation
 | **Attributes** | * Evaluating and monitoring own performance.
* Well-developed oral and written communication skills,
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Working well under pressure.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Well established professional boundaries
* Emotional Intelligence.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |