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| **Position Title & Level/Grade:** | Home Care Support Coordinator  Level 4 | **Department:** | CHOICES & Aged Care Services |
| **Reports to:** | Aged Care Program Manager | **Supervises:** | Nil |
| **Internal Liaisons:** | CHOICES & Aged Care Team  Wider 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.  As the Support Coordinator you will provide case management and coordination services under the Home Care Packages (HCP) program. You will work with people to review their budget and develop individual home care agreements that define the services CCG will provide to help maintain independence and achieve their goals.  Responsibilities include, but are not limited to: managing referrals and onboarding clients; working with clients living in their own home to assess and determine the level of case management and services required in accordance with their package; liaising with the scheduling team and coordinating the provision of services; ongoing liaising with clients in the choice and planning of services; monitoring individual budgets and ensuring budgets are not exceeded; uploading client information and claims to the MAC and Medicare Portals; providing reports; and helping to facilitate client statements and invoices.  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. You will carry out your duties in accordance with the Aged Care Quality Standards, Aged Care Act, Home Care Programme Operational Manual, as well as all applicable relevant policies and procedures. |
| **Key Responsibilities** | **Client on boarding and maintenance**   * Provide timely responses to requests for information regarding services * Manage HCP referrals, including waitlist, through the My Aged Care Portal on a daily basis according to My Aged Care / Home Care Guidelines * Liaise with referring agencies, Aged Care Assessment Services, health providers and community services * In partnership with the client, determine support requirements and develop a goal directed care plan using appropriate assessment tools e.g. budget estimate tool * Consider creative options and solutions that can deliver exceptional client outcomes * Work collaboratively with the Scheduling Team and external providers to establish and coordinate services * Work collaboratively with CHOICES Personal Assistants (CPA) and other service providers to ensure they understand and work effectively towards client goals * Establish and maintain client files e.g. assessments, care plans and case notes * Manage client’s funded budgets based on service agreement * Monitor and review client care plans in line with client’s chosen level of case management and administration * Respond to client’s assessed needs and preferences within budget * Support clients to access higher levels of funded support as required * Regularly monitor and update care plans / services and evaluate outcome goals in collaboration with client to ensure quality * Effectively manage client’s needs and escalate incidents and issues in accordance with CCG policies and procedures * Ensure the delivery of services meet all associated funding agreements, legislative standards e.g. Home Care Common Standards and requirements   **General Administration**   * Ensure accurate and timely client information is submitted MAC and Medicare portals for claiming and for statements / invoices * Ensure all records and data is up to date and accurate. Case notes are recorded in TCM within 24 hours, and are objective, factual, and concise * Ensure client shifts are accurately recorded, coded and confirmed on TCM * Track, collate, record and provide relevant data as required * Files are archived in line with Archiving Policies & Procedures * All invoicing, including providing information for client invoicing is timely and accurate   **Community Engagement**   * 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**   * Maintain competencies in all current IT applications, e.g. Microsoft applications, phones, printers, TCM and other software * Ensure client and shift information on TCM is accurate and up to date * Understand and adhere to agency policy and legislation, including WHS * Attend regular professional supervision and contribute to appraisals and reviews * Attend training and undertake relevant professional development * 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. * Participate in the performance development of staff through participant specific orientation and education programs * Contribute positively to the workplace environment * Contribute at meetings and planning days * Confirm and code staff shift allocation/timesheets in line with process * 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 * Participant in On Call as per the On Call Policy and Procedure |

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| **Key Selection Criteria** | | | |
| * A Tertiary qualification in a relevant field eg. Social work, nursing, allied health, case management * Demonstrated experience in case management and service delivery preferably with aged clients in a community setting * Excellent planning, organisational and time management skills * Experience in managing client budgets with a focus on quality services * Understanding of Equal Employment Opportunity (EEO), Work, Health & Safety and Confidentiality * Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check. | | | |
| **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. * 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. * 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** |  |