

UMBRELLA Multicultural Community Care Services Inc.
Position Description:
COORDINATOR HOME CARE PACKAGES

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POSITION DESCRIPTION

NAME OF STAFF:

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| Position Title: | Coordinator Home Care Packages |
| Programs: | Home Care Packages |
| Responsible to: | Senior Manager Community Home Care Packages |
| Staff Reporting to this Position: | Support staff, nurse when required. |

Selection Criteria:

The required skills and knowledge for the position of Coordinator Home Care Packages are:

- Experience in coordination of Home Care Packages
- Knowledge of and commitment to Consumer Directed Care, including facilitating client involvement in decision making.
- Demonstrated skills and experience in client assessment and reassessment and related documentation.
- Demonstrated ability to identify, priorities and respond to client requests/queries in a timely manner.
- Ability to work as part of an interactive team and to work independently.
- Experience in supervising and supporting direct care staff
- Demonstrated ability to adhere to policies, procedures and guidelines and knowledge of the Aged Care Quality Standards.
- Knowledge of diversity, access and equity issues for CaLD and LGBTI seniors
- Excellent interpersonal, written and verbal communication skills, including developing ongoing relationships with clients and their families.
- Experience in computer programs and in using client management systems
- Tertiary qualifications in health-related discipline, community services or social sciences

Scope:

This position will work within the Home Care Packages team to support clients' quality of life and to maximize their independence. The role will include providing information to prospective clients, in-home client assessments, care planning, coordinating service delivery, client reviews and supervising direct care staff.

This position will be responsible for overseeing the Home Care Packages program when the Manager responsible is unavailable.

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Position Description Form

The key performance indicators expected outputs and outcomes for this position include:

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| Client Care Planning and Coordination | Daily |
| <ul style="list-style-type: none"> • Liaise with clients and/or client representatives to identify individual client goals and develop a client support plan using Consumer Directed Care principles. • Liaise with clients' General Practitioners and other aged / health care providers as required, including making referrals for additional services and supports. • Closely monitor client service delivery, regularly liaising with clients and support workers and with other service providers, as required. • Closely monitor any changes in client's health or other circumstances and if required refer for ACAT reassessment. | |
| Home Care Package Administration: | Daily |
| <ul style="list-style-type: none"> • Complete Home Care Package documentation (including on the My Aged Care website, E-tools, Client files and Support Worker files) to a required standard and in a timely manner, making changes as required. • Assist the Senior Manager Home Care Packages with preparation, management and monitoring of client budgets in relation to care provision. • Review and update the My Aged Care Website and E-tools program as required. • Lodge all required reports to the Commonwealth Department of Human Services. | |
| Staff Recruitment and Supervision | Daily |
| <ul style="list-style-type: none"> • Participate in the recruitment and selection of support staff for Home Care Packages program • Supervise and mentor support workers, including identifying training and developmental needs. • Assist with annual performance appraisal of support workers who are supporting Home Care Package clients. | |
| Promotion of Home Care Packages | Daily |
| <ul style="list-style-type: none"> • Respond to initial telephone and other queries from prospective clients / client representatives about Umbrella Home Care Packages • Organise initial home visits with prospective clients to discuss Home Care Package information. • Establish effective working relationships with ACAT and RAS teams and other relevant community and health organisations. | |
| Other | |
| <ul style="list-style-type: none"> • Take responsibility for overseeing the Home Care Packages program when the Senior Manager Community Home Packages is unavailable. • Adhere to policies, procedures and guidelines of the Aged Care | As required |

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| <p>Quality Standards.</p> <ul style="list-style-type: none"> • Participate in team meetings and general staff meetings and liaise regularly with Umbrella Inc. management, including monthly reporting to the CEO. • Promote a safe working environment and work within OSH guidelines. • Maintain Senior First Aid Certificate and Risk Management protocols. • Be familiar with Umbrella's policy and procedure manual and work within the policies and procedures of the organization. • Contribute to the continuous improvement cycle. • Promote positive ageing, dignity, independence and wellness principles. • Identify and attend self-development and professional training as authorized by CEO • Other duties as required by the Senior Community Home Care Package Manager or the CEO. | |
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