

Position Title:	Home Care Package Care Coordinator
Department:	Community Services
Reporting to:	Home Care Package Program Manager
Classification / Code:	Dependent upon skills and experience
Award Coverage:	Victorian Public Health Sector (Health And Allied Services, Managers And Administrative Workers) Single Interest Enterprise Agreement 2021-2025 (the Enterprise Agreement)
Pay Rate & Hours of Work:	Negotiable dependent upon skills and experience/ up to full time

Beaufort & Skipton Health Service

Vision

To be a vibrant provider of care.

Mission

To enable all people in our community to be connected, healthy and live well.

Values

Teamwork, Compassion, Accountability, Respect, Excellence

Beaufort and Skipton Health Service

Beaufort and Skipton Health Service is a small rural health service that was formed on 1 October 1996 following the amalgamation of the Ripon Peace Memorial Hospital and the Skipton and District Memorial Hospital.

The Health Service provides Urgent Care, Primary Care, Acute Inpatient, Residential Aged Care (Nursing Home and Hostel level care), and a Transition Care Program (TCP). Community and Allied health and home based services include District Nursing, Home Care packages, Respite, Health Promotion, Diabetes Education and a large range of support programs.

Medical Clinical operates at Skipton along with specialist services that are available. Beaufort and Skipton Health Service serves nearly 6,000 people in Beaufort, Skipton and the surrounding area.

1. Purpose of Position

The primary role of the Home Care Packages (HCP) Care Coordinator is to provide co-ordination of care packages to assist clients to remain living independently in their own homes with appropriate support services.

The role requires a well-developed needs assessment, consumer directed care planning and case management skills; workforce management skills; a thorough understanding of contractual and statutory requirements relevant to the role; and the ability to backfill the HCP Program Manager when required.

2. Key Responsibilities

Personal & Professional Development

- Demonstrated experience managing a caseload of clients,
- Demonstrated consumer directed care planning principles and skills,
- Experience working with aged community-based consumers and knowledge of the range of issues experienced by this client cohort.
- Experience working with Home Care Packages Guidelines and/or current Aged Care standards

Customer Service

- Demonstrated effective consumer directed service planning and case management to meet each allocated HCP clients' needs.
- Evidenced high level consumer advocacy.
- High level communication skills including the ability to build rapport with clients and their families and/or carers and advocate for their needs.

Administration & Documentation

- Meets monthly with the Home Care Packages Program Manager
- Maintains current and complete records and statistics/data on all allocated patient contact and clinical support activity as required.
- Maintains current and complete records of allocated client's monthly budget and expenditure and ensure each client receives monthly statements
- Ensure appropriate reporting to Finance to allow for client invoicing and budget reporting

Technical Skills & Application

- Completed risk assessment and budget for each HCP client.
- High level IT, administrative and management skills, communication and the ability to work autonomously and meet deadlines.

Teamwork & Communication

- Experience with case management, consumer centred care, client assessment and/or care planning,
- Demonstrated empathetic, respectful, and professional attitude,
- Demonstrated understanding of services relevant to this client cohort.
- Ability to promote BSHS as a package provider of choice

Quality / Safety & Risk Management

- High levels of client satisfaction measured through annual client surveying.
- Contributes to the maintenance of and adherence to best practice policies and procedures relevant to the service.

Qualifications:

- Appropriate qualification (Certificate or above in a health-related field) compliant with Australian Qualifications Framework and/or relevant Post Graduate qualifications,

BSHS Accountabilities:

- Compliance with all BSHS Policies and Procedures.
- At all times practices works within the vision, mission and values of Beaufort and Skipton Health Service.
- Adherence to infection control policies and procedures as identified in the Beaufort and Skipton Health Services Infection Control Manuals.
- Participation in the BSHS risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.

POSITION DESCRIPTION

- Ensures that the affairs of Beaufort and Skipton Health Service, its patients, consumers (residents), clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by Law. Such confidentiality will extend to the commercial and financial activities of Beaufort and Skipton Health Service.
- At BSHS we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagements amongst BSHS employees.
- BSHS is committed to a patient/client centred approach in the provision of health care and services, consistent with the BSHS values, mission and vision. It is expected that you demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues
- You must ensure that the affairs of BSHS, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of BSHS.

3. Key Selection Criteria

- Relevant experience in aged care or case management
- Experience working with aged and vulnerable clients
- Experience in developing, implementing and evaluating client focused care plans
- IT literacy and the ability to adapt to using new IT programs
- Excellent communication skills
- Demonstrated ability to establish and maintain relationships with key stakeholders both internal and external
- Understanding of evidence based practice.

4. Other Relevant Information

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- Appointment is subject to a satisfactory Staff Immunisation clearance, a satisfactory current Police Record Check and current Working with Children Check.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of the organisation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An interim performance development and review discussion will occur with your Manager within your probation period from your commencement date and per annum. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

EMPLOYEE SIGN:	
ISSUED:	
REVIEWED:	

