

POSITION DESCRIPTION

Home Care Coordinator



Echuca
Community
for the Aged

Home Care

Department:	Home Care Program
Position Title:	Home Care Program Coordinator
Classification:	HCPC
Hours of Work:	48 hours per fortnight

1. Position Overview

The Home Care Package Coordinator (HCPC) provides leadership and operational management of the Home Care Packages (HCP) team whilst actively contributing to the ongoing development and expansion of this new program.

The home care packages program provides consumer directed care through the provision of care, clinical support and monitoring, advocacy and service co-ordination to older people who want to remain living in their own home.

The focus of the home care packages program is to support our consumers and their families with access to a range of ongoing personal services, support services and clinical care to reengage consumers to manage their day-to-day activities.

The home care package program forms an integral part of the Echuca Community for the Aged continuum of care for older people in our community.

2. Reporting / Working Relationships

The Home Care Coordinator reports to the Executive Manager – Retirement Living and Home Care and interacts with a wide range of staff across the organisation. This role must work collaboratively with the Home Care Team. The role may require contact with Committee of Management, external organisations, contractors and other visitors and special guests.

3. Position Purpose

The primary purpose of this role is to operate and support a financially sustainable program with a focus on the best care and services for our consumers within our Retirement Village Independent and Assisted Living Units.

The role must create and maintain a partnership with the Home Care Package service user to ensure that their care plan provides services and supports that continue to meet their goals, needs and expectations and are consistent with our legislative and funding obligations. Care and services are delivered using a consumer directed approach and in accordance with the Aged Care Quality Standards.

This role provides leadership, coaching and guidance to the home care team. Fostering positive relationships within a team of direct care and support staff.

4. Knowledge, Skill and Experience

Essential Criteria:

- Relevant qualifications in the social sciences, community services, allied health, or nursing
- Current registration (AHPRA) if appropriate

- Demonstrated experience in a community services case management role, working with aged and vulnerable clients and demonstrated commitment to Consumer Directed Care
- Knowledge of the Home Care Packages Program and Aged Care Quality Standards
- Demonstrated high-level understanding of assessment, care coordination and service delivery
- Exceptional organisational and written and oral communication skills
- Demonstrated experience in staff support which contributes to a strong, positive and supportive ethos within the team
- An understanding of risk management principles, workplace health and safety and continuous quality improvement processes.
- Embrace diversity and actively promote respect for all clients, staff and stakeholders
- Hold a Current driver's licence and safe driving record
- Strong administrative and computer literacy in Word, Excel, Outlook, Microsoft Teams
- Understanding of Client Management Systems (CMS) i.e. TurnPoint, Emplive
- Ability to navigate Government platforms to lodge claims, retrieve referrals, request reviews i.e. My Aged Care, Aged Care Portal, Proda, Services Australia
- Good time management, problem solving and ability to self-manage skills

5. Statement of Key Performance Indicators

- Ensure that care workers have up to date information for them to deliver effective services that respond to the changing needs of service users
- Participate and lead in regular meetings with team to share information, discuss case management issues and service development opportunities
- Monitor a safe working environment in clients' homes complying with workplace health and safety requirements including the use of personal protective equipment as required
- To participate in internal and external auditing procedures to ensure compliance with the Aged Care Quality Standards and Safety Commission
- Ensure that care plans are delivered in a way that maximises independence, autonomy and personal choice, to support and encourage service users to remain in their home for as long as it is safe to do so, if this is their choice
- In partnership with the consumer, monitoring and reviewing their progress against agreed goals and outcomes
- Work with consumer to ensure care plans fall within their home care package budget allocation
- Request HCP Reviews as required with My Aged Care or local ACAS team
- Liaise as appropriate with representatives, carers, existing providers, assessors and health professionals to facilitate a coordinated provision of service and achieve best possible outcomes for consumers
- Service contracting and brokerage of services as appropriate
- Ensure complaints and feedback are monitored and service improvements are implemented where needed
- Ensure all documentation is completed in accordance with legislative requirements and organisation policies and procedures
- Develop a comprehensive understanding of the My Aged Care Provider Portal, other relevant websites and sources of information, funded and non-funded services, service providers and support options
- Contribute to a cycle of continuous improvement in the way services are delivered
- Work closely with finance and other support units within Echuca Community for the Aged with respect to consumer statements, budgets and financial processes and to approve client related expenditure within budget and delegation limits
- Collect data and generate reports to compile government financial reporting as required
- Complete End of month IPA process, submit claims and reconcile Medicare statement

6. Performance Standards & Review

An initial Performance Review is undertaken with the CEO six months after commencement of employment and then annually thereafter.

The objective is to determine capacity to meet the demands of the role; where additional skills or training may be required and what level of job satisfaction is being obtained. The Performance Review is based directly on the Key Performance Indicators, the policies of the organisation and the rules and procedures practised in this facility.

Employee's Name:

Employee's Signature:

Date: