

POSITION DESCRIPTION



Position: Care Coordinator

Position Classification Level: Community Service Worker Classification Level 4 (as per Northside’s Enterprise Agreement)

Reports to: Executive Director (Aged Care, Housing & Shared Services)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:	Courage	Integrity	Choice	Innovation	Collaboration
----------------	---------	-----------	--------	------------	---------------

POSITION OBJECTIVE

Under the general direction of the Executive Director, the Care Coordinator (CC) role is responsible for client engagement and case coordination for Aged Care and Housing program. This will be a key position responsible for supporting community members in delivery of inclusive programs and/or activities.

The CC will also work in close partnership with Aged Care Manager and the broader Aged Care team with the aim of ensuring all individuals accessing the programs have a seamless, respectful and positive experience from initial enquiry through to commencement of services, monitoring of delivery, and client feedback.

KEY RESPONSIBILITIES AND DUTIES

- Ensure clients have all the information they need to make informed decisions about engaging Northside to deliver support services.
- Provide case coordination support to connect clients to the supports and services they need to achieve their goals with dignity and choice.
- Work within an ABCD framework to support Common Ground community members in the delivery of inclusive programs and/or activities.
- Design and develop programs and projects in response to identified community needs (including managing risk), with an emphasis on sustainability within the Common Ground community.
- Work with the supervisor, network and Common Ground community to provide the community with opportunities to contribute to service delivery within the region.
- Develop and maintain strong working relationships with referral agencies and other relevant community organisations to increase positive outcomes for clients.
- Meet contract hours and/or Key Performance Indication (KPI) for clients’ hours or numbers.
- Work closely with the quality and compliance manager to ensure adherence to Aged Care Quality Standards.
- Provide a streamlined and timely assessment and service engagement experience including regular reviews.
- Support the monitoring and response of clinical risk notifications in a timely manner.

Reviewed by Human Resources

Review Date

4/05/2022

- Prepare and provide reports in relation to data, new enquiries and intake activities, including the identification of service gaps and trends.
- Create awareness and be a knowledge base within the team around the processes involved in My Aged Care.
- Participate in a team roster of on-call phone coverage for the operational requirements of the programs.
- Rostered within the team to provide support to clients and their rostering need.
- Ensure client information is maintained in a timely, accurate and confidential manner within Northside's client management database.
- Work within a team to support customer service, including answering calls, attending to new referrals and enquiries, making bookings, prepare rosters, and directing enquiries. Active, collaborative and consistent participation in meetings.
- When required, provide in-home care to clients, assist with scheduling or administrative tasks.
- Represent Northside Community Service at external forums and meetings and promote the program within the community.
- Develop sound working relationships across all levels of the organisation.
- Undertake other relevant duties as directed.
- Apply and uphold principals of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.
- Other duties consistent with the position where required and/or requested by the reporting supervisor.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience (at least 3 years) delivering services to vulnerable clients with complex needs.
2. A strong understanding of sector requirements – Aged Care, Housing and the importance of Quality & Safety on service delivery and the impacts of client experience.
3. Demonstrated ability to work collaboratively, identify issues and apply problem solving skills to develop integrated and achievable solutions.
4. Demonstrated knowledge of the needs and issues faced by individuals who are aging and/or live in complex situations, as well as diverse communities, including disability, LGBTIQ, Aboriginal & Torres Strait Islander, and CALD clients.
5. Excellent administrative skills and IT literacy – database management and Microsoft Office as a minimum.
6. Excellent communication, emotional intelligence, conflict resolution and negotiation skills, focused on achieving positive outcomes for all involved.
7. Ability to engage clients for group activities
8. Sound judgment and the ability to apply reflective practice to their own workplace approach.
9. Be able to independently work within their own scope of practice, escalating/reporting to CCM where clinically appropriate.
10. High level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
11. Demonstrated ability to coordination tasks and manage time and competing priorities.

QUALIFICATIONS AND/OR TRAINING

- Relevant tertiary qualification in Aged Care, Community Services or related discipline with at least one-year relevant experience; or
- Associate Diploma in Aged Care or Community Services and at least 3 years' relevant experience; or

Reviewed by	Human Resources	Review Date	4/05/2022
-------------	-----------------	-------------	-----------

- Certificate IV in Aged Care or related discipline and at least 5 years' relevant experience.
- Full driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients' or partnership organisations' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

Reviewed by	Human Resources	Review Date	4/05/2022
-------------	-----------------	-------------	-----------