

POSITION DESCRIPTION



Position: Care Coordinator (Occupational Therapist)

Position Classification Level: Community Service Worker Classification Level 4 and 5 (as per Northside's Enterprise Agreement)

Reports to: Manager – Aged Care

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
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POSITION OBJECTIVE

Under the supervision of the Aged Care Manager, the Care Coordinator focuses on client engagement and entry into Northside Aged Care programs, with a specific emphasis on services provided through the Community Assistance and Support Program (CASP), Commonwealth Home Support (CHSP), and Home Care Package (HCP) programs. The role collaborates closely with the Aged Care team to ensure a seamless and positive experience for clients, from initial enquiry to service commencement, delivery monitoring, and feedback collection.

In addition to these responsibilities, the role plays a crucial role in providing comprehensive occupational therapy services. This includes conducting client assessments, developing intervention plans, delivering therapy services, and monitoring client progress. It also coordinates appointments and maintains effective communication among clients, other healthcare professionals, and relevant stakeholders.

KEY RESPONSIBILITIES AND DUTIES

- Deliver therapies as directed by Program Manager.
- Identify and assess suitable mobility, manual handling, and complex needs among high-care and low-care clients.
- Implement measurable programs to prevent falls.
- Ensure clients have all the necessary information to make informed decisions about engaging Northside for support services.
- Provide case coordination support to connect clients with the support and services needed to achieve their goals with dignity and choice.
- Foster strong working relationships with referral agencies and other relevant community organisations to enhance positive outcomes for clients.
- Meet contractual hours and/or Key Performance Indicators (KPIs) for clients' hours or numbers.
- Collaborate closely with the quality and compliance team to ensure compliance with Aged Care Quality Standards.

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- Deliver streamlined and timely assessment and service engagement experiences, including conducting regular reviews.
- Support the monitoring and timely response to clinical risk notifications.
- Prepare and submit reports on data, new enquiries, intake activities, service gaps, and trends.
- Cultivate awareness and share knowledge within the team regarding the processes involved in My Aged Care.
- Participate in an on-call phone coverage roster to address operational requirements of the program.
- Contribute to the team's rostering needs and provide support to clients accordingly.
- Maintain client information promptly, accurately, and confidentially within Northside's client management database.
- Collaborate within the team to ensure excellent customer service, including answering calls, handling new referrals and enquiries, making bookings, preparing rosters, and directing enquiries.
- Actively, collaboratively, and consistently participate in meetings.
- When necessary, deliver in-home care to clients and assist with scheduling or administrative tasks.
- Represent Northside Community Service at external forums and meetings, and actively promote the program within the community.
- Foster strong 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 manager.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Proven experience (minimum of 3 years) delivering services to vulnerable clients with complex needs.
2. Thorough understanding of sector requirements in Aged Care, Housing, and the significance of Quality & Safety in service delivery, as well as the impact on client experience.
3. Demonstrated ability to work collaboratively, identify issues, and apply problem-solving skills to develop integrated and achievable solutions.
4. Sound knowledge of the needs and challenges faced by individuals who are aging and/or living in complex situations, as well as diverse communities including disability, LGBTIQ, Aboriginal & Torres Strait Islander, and CALD clients.
5. Excellent administrative skills and strong IT literacy, including proficiency in database management and Microsoft Office.
6. Exceptional communication skills, emotional intelligence, conflict resolution, and negotiation skills with a focus on achieving positive outcomes for all parties involved.
7. Ability to effectively engage clients in group activities.
8. Sound judgment and the ability to apply reflective practice to their own workplace approach.
9. Capacity to work independently within their own scope of practice, escalating/reporting to the Care Case Manager when clinically appropriate.
10. High-level written communication skills and computer literacy, including the ability to prepare reports, maintain accurate records, and handle correspondence to a high standard for various audiences.
11. Proven ability to coordinate tasks, manage time effectively, and prioritise competing priorities.

QUALIFICATIONS AND/OR TRAINING

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- Current AHPRA Registration as an Occupational Therapist with at least one-year relevant experience.
- Full driver's licence.

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			

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