

Role Profile

About us

For over 45 years, Intereach has been working throughout the Riverina Murray region of NSW and northern Victoria to strengthen and support communities and to improve the social and personal wellbeing of children, families, older people, carers and people with a disability.

Intereach is a leader amongst community organisations. Today, we span 38 local government areas and have more than 400 staff who deliver more than 30 programs.

At Intereach, we are committed to developing community infrastructure and supporting rural and regional communities. Our Vision of Strong Supported Communities is what drives us daily to ensure our local communities are at the heart of everything we do.

Our Purpose

- Strengthen and improve social and personal wellbeing for individuals, families and communities;
- Promote and facilitate access, equality and social justice; and
- Deliver services locally that are of quality and have value.

Our Values

- **LEADERSHIP** - We use our social influence to motivate others to reach their full potential.
- **PARTNERSHIPS** - We work collectively with others toward a common goal of positive social and cultural change.
- **SOCIAL JUSTICE** - We protect and promote human rights by recognising that all people are free and equal in dignity and rights.

Position Details

Position Title:	Care Coordinator
Department:	Aged Care Service
Function:	Service Delivery
Award:	Social Community Home Care & Disability Services 2010 (Level 4)
Reports to:	Program Manager Aged Care Support
Direct reports:	N/A
Purpose of the Position:	The primary role of the Care Coordinator is to accept referrals, arrange and facilitate the provision of in home services and supports to people who are assessed as eligible to receive Commonwealth Home Support Program (CHSP) services, Fee For Service (Post-Acute Care; DVA – Veterans Home Care; Palliative Care) or Home Care

Package funding (HCP). These services are for older people and their carers to support them to maximise their independence, access their community and live safely and well in their own homes

Key Responsibilities

(the following is not exhaustive and may include others as directed from time to time)

Operations

- Contribute to all aspects of operations for portfolio of responsibility in line with Program priorities
- Delivery of the program in line with the Intereach strategic plan
- Responsible for the achievement of KPI's to ensure the delivery of timely and accurate reporting
- Establish and maintain effective and ongoing working relationships with key stakeholders
- Represent and promote work of Intereach within the community
- Foster a strength based and person-centred approach across the organisation
- Ensure accuracy of data entry
- Maintain accurate records in line with accounting standards and guidelines
- Coordinate all services and supports with a consumer directed and person-centred focus
- Ensure that a wellness and reablement framework that promotes self-determination, independence and community participation is promoted by all staff
- Ensure service plans and service tasks are prepared in consultation with the individual and/or carer, documented and communicated as required to the relevant Community Support Worker(s) and volunteers
- Undertake service reviews according to service guidelines and government policy
- Refer individuals for re-assessment as their needs change
- Ensure information collected is complete and accurate and data management and reporting obligations are met using relevant client management software
- Seek client feedback about the quality of services and identify opportunities for improvement
- Support the development of positive relationships between Community Support Workers, volunteers and the people they are providing services and supports to
- Receive and action feedback from Community Support Workers or volunteers and escalate to Manager as appropriate
- Participate in an on-call roster to manage after hours calls as required

<p>Governance, Compliance and Quality Control</p>	<ul style="list-style-type: none"> • Maintain a thorough understanding of and abide by Intereach Code of Conduct, frameworks and policies • Contribute towards policy development, implementation and compliance • Keep up-to-date and adhere to government legislation and industry standards, in relevant areas of responsibility • Identify and share feedback relating to improvements to operational processes and procedures to enhance program functions • Implement and monitor quality improvement and risk • Maintain confidentiality
<p>People and Culture</p>	<ul style="list-style-type: none"> • Support staff and/or students to perform their role well • Maintaining a positive organisational culture by demonstrating and promoting the qualities and behaviours of the Intereach Fundamentals • Contributing to a culture that ensures a safe working environment and promotes health and well being • Demonstrate Intereach fundamentals within own behaviour and embed across all aspects of the organisation
<p>Financial</p>	<ul style="list-style-type: none"> • Ensure all expenditure is consistent with delegations
<p>Work, Health and Safety</p>	<ul style="list-style-type: none"> • Responsibility to identify and mitigate organisational risk • Understand and comply with WH&S policies and procedures and legislative requirements • Contribute to the development, implementation and evaluation of risk management plans for relevant program

The Position Holder Specifications

The below information outlines the key behaviours, skills, experience and mandatory requirements required to successfully undertake the role.

Intereach Fundamentals

The Intereach Fundamentals is a framework of behavioural qualities, which when observed and demonstrated, define a level of competency in working behaviour. Within each of the qualities, the *behaviour observations* and *behaviour indicators* have been broadly defined at two different levels;

- Level 1 - The Individual Contributor; and
- Level 2 - The Manager

(refer to intranet for full framework and for further information on how the fundamentals work for Individual contributor and The Manager)

Fundamental Level for this position:	Level 1
Qualities	
Acting with Integrity	At Intereach we demonstrate integrity through personal and professional behaviour, which is person centred, open, honest and ethical, including being willing to act when these standards are compromised
Being Professional	At Intereach we demonstrate professional behaviour by taking responsibility for our own performance, at the same time considering the needs and priorities of others
Respect for Diversity	At Intereach we adopt a human rights approach and value an inclusive culture that respects diversity, people's difference and life experience
Intereach First	At Intereach we value collaboration and sharing information within and across programs and teams, to enhance our ability to engage with and understand our community, and to ensure we deliver better-quality services
Communicating Successfully	At Intereach, we communicate effectively using a strength-based approach to ensure we convey and share information and ideas with others, including clarifying our understanding and taking into consideration different viewpoints
Knowledge Sharing and Learning	At Intereach we develop skills, knowledge and practice by keeping abreast of changes within specific fields of focus and promote a knowledge of sharing and continuous learning culture
Selection Criteria	
Essential	<ul style="list-style-type: none"> • Excellent time management skills and ability to work in a busy office and service environment • Understanding of the principles of care coordination, consumer directed care, and person-centred practice within a framework of wellness and reablement • Well-developed computer skills and demonstrated experience with the Microsoft Office Suite

	<ul style="list-style-type: none"> • Highly developed oral, written and interpersonal communication skills • Relevant diploma qualifications or equivalent demonstrated experience working with or understanding the needs of older people and carers
Desirable	<ul style="list-style-type: none"> • Previous experience with client management software • Previous experience in care coordination in the aged care sector • Previous experience in the coordination and/or direct facilitation of planned activity groups for older people

Mandatory Requirements and Checks

Essential	<ul style="list-style-type: none"> • Current driver's licence • Current Criminal Record Check (< than 6 months old) or willingness to undergo check
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Acknowledgement of receipt and understanding of the Role Profile

Name	
Signature	
Date	