

Position Description Home Care Clinical Coordinator

Position details:

Position title:	Home Care Clinical Coordinator
Reports to:	Home Care Nurse Consultant
Department / Division:	Home Care
Direct Reports:	Nil

Position outline:

The Home Care Clinical Coordinator is responsible for supporting Goodwin clients in receipt of a Home Care Package. They are responsible for coordinating the delivery of care and services to clients. This role also supports the Home Care Management team in the specialty areas of gerontology; palliative care; transition from hospital to home; dementia support and mental health.

Key responsibilities:

- Case management of the client and their wellbeing by advocating, liaising and negotiating with them, their family, guardian, medical professionals and support services.
- Assessment, review and evaluation of clients ongoing needs.
- Develop, implement and evaluate client care plans that reflect current and changing needs and preferences of the client and encourage client choice.
- Assist the client to set realistic and achievable goals that promote the client's independence and wellbeing.
- Develop and monitor client budgets to maximise client access to services.
- Assist clients to effectively navigate the aged care system.
- As required, identify medical, emergency or allied health interventions in gerontology, palliative care and transition from hospital to home, dementia support or mental health for clients.
- Identification and effective use of equipment and aids for clients.
- Maintenance of accurate records that adhere to organisational and legislative guidelines.
- Assessment, negotiation and ongoing management of client's individualised budgets.
- Liaise with industry providers in relation to services and accessing referrals.
- Liaising with the Home Care team to ensure high quality services are delivered.
- Provide support, guidance and direct the service delivery team.
- Undertake continued skills and professional development activities in the areas of health, clinical care and support of the elderly.
- Monitor Home Care Personal Carers to ensure effective, safe service delivery.
- Deliver quality clinical care and support to clients in accordance with policy, scope of practice and legislative requirements.

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- Contributing to the overall care support operations delivered by Goodwin Aged Care services.
- Behaviour management planning, assessment and strategy implementation, within professional scope of practice.
- Review and assessment of policies and procedures around quality and continuous improvement within Community.
- Maintain accurate and timely reports and documentation as per organisational policies.

General:

- This role may necessitate possession of a current police background check, NDIS Worker Screening Clearance, and or any other background check or clearance mandated by legislation or requested by Goodwin during your tenure with the organisation that allows you to work with an Aged Care provider and or a NDIS provider. Additionally, it may require you to work within legislated guidelines. This is not exhaustive.
- Maintain any required clearances and advise Goodwin of any changes to that clearance.
- Maintain professional registration and advise Goodwin of any changes to registration.
- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote Goodwin's reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.

Selection criteria:

Mandatory qualifications or requirements:

- Professional qualifications and registration as a nurse (either RN or EN) in Australia.
- Current drivers' licence.
- Additional specialty qualifications appropriate to the position are desirable.

Essential skills:

- Strong organisational capabilities and good problem-solving skills.
- Knowledge of health, well-being and care support for older people.
- Comprehensive knowledge of issues associated with ageing including dementia related disorders and behaviour management (support).
- Ability to undertake case management to a high standard that will identify the care and support needs of frail older people living in their own homes.
- Excellent negotiation, representation and communication skills.

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- Self-motivated with a capacity to contribute significantly within a team environment.
- Competent in Microsoft office suite.

Desirable skills:

- Strong relationship management skills with clients, medical and allied health services and other service providers, guardians, families and other community members.
- A commitment to good employer practice skills, including WHS, industrial democracy and equal employment opportunities.

Personal attributes:

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.
- Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

Work health and safety:

- Take reasonable care for your own health and safety and the health and safety of others.
- Comply with any reasonable instruction by Goodwin.
- Observe and comply with the work health and safety policies and procedures of Goodwin.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.
- Undertake WHS training where required, in order to perform duties.
- Participate and contribute to work health and safety practices to ensure a safe work environment.
- Ensure that workers observe and comply with the work health and safety policies and procedures of Goodwin.

Position approval:

This position is approved under the Goodwin Enterprise Agreement at GACS Nurse level relevant to qualifications.

Authorisation:

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.

Signature:	<i>Michael Holdom</i>	Date:	26/08/2024
Position:	Chief Operating Officer		
PD Version:	2.0		