

Position Description

Home Care Packages (HCP) Coordinator

Position details:

Position title:	Home Care Packages (HCP) Coordinator
Reports to:	Home Care Services Manager
Department / Division:	Home Care
Direct Reports:	Nil

Position outline:

Home Care Home Care Package Coordinators are 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.

Key responsibilities:

- Case management of the care recipient (client) and their wellbeing by advocating, liaising and negotiating with them, their family, guardian, medical professionals and support services.
- Undertake assessment, review and evaluation of clients ongoing needs, goals and preferences in partnership with the client and others the client wishes to involve.
- Develop, implement, and evaluate client care plans that reflect current and changing needs, goals and preferences of the client, encouraging client choice and focusing on optimising health and well-being.
- Assist the client to set realistic and achievable goals that encourage 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.
- Support and direct the service delivery team, providing support and training.
- Undertake continued skills and professional development activities.
- Monitor Home Care Carers to ensure effective service delivery.
- Undertake on-call on a rostered basis from Monday afternoon to the following Monday morning, or as agreed to with Management.

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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.
- 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:

- A Certificate IV or higher in service coordination and/or extensive previous experience in service coordination.
- First Aid Certificate.
- Current drivers' licence and a vehicle is an essential requirement of this role. The vehicle must have comprehensive insurance and be able to be used for work purposes.

Essential skills:

- 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.
- Strong organisational capabilities and good problem-solving skills.
- Self-motivated with a capacity to contribute significantly within a team environment.
- Competent in Microsoft office suite.

Desirable skills:

- Qualifications in Aged Care, Home Care Services or similar highly desirable.
- Background in aged care, Home Care services or a similar field.

Personal attributes:

- High ethical standard, is trustworthy and confidential.

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- 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 Supervisor Level 4.

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:	27/08/2024
Position:	Chief Operating Officer		
PD Version:	4.0		