

## Position Description

### Home Care Client Onboarding Coordinator

#### Position details:

<b>Position title:</b>	Home Care Client Onboarding Coordinator
<b>Reports to:</b>	Home Care Services Manager
<b>Department / Division:</b>	Home Care
<b>Direct Reports:</b>	Nil

#### Position outline:

The Home Care Onboarding Coordinator is responsible for supporting individuals and their family in becoming a Goodwin client. They are responsible for assessing, setting up and coordinating the delivery of care and services to clients.

#### Key responsibilities:

- Providing information to assist the potential client in taking up their Home Care Package.
- Following the Goodwin onboarding process to transition potential clients into becoming a Goodwin client.
- In partnership with the client ensure that their wellbeing is maintained by advocating, liaising, and negotiating with them, their family, guardian, medical professionals, and support services.
- Assessment, review, and evaluation of clients' 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 needs, goals, and preferences of the client, encourages client choice, and focuses on optimising health and well-being.
- Assist the client to set realistic and achievable goals that encourage the client's independence and wellbeing.
- Develop client budgets to maximise client access to services.
- Assist clients to navigate the aged care system effectively.
- 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 of client services to ensure that services are meeting their needs, goals and preferences prior to transitioning the client to the Home Care Packages Coordinator / CHSP Coordinator.
- 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.

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#### **General:**

- 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:**

##### **Essential requirements:**

- Qualifications in Aged Care, Community Services or similar highly desirable.
- 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:**

- Background in aged care, community services or a similar field.

##### **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.

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- Observe and comply with the work health & 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 & safety practices to ensure a safe work environment.
- Ensure that workers observe and comply with the work health & 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.

<b>Signature:</b>	<i>Michael Holdom</i>	<b>Date:</b>	05/06/2023
<b>Position:</b>	Chief Operating Officer		
<b>PD Version:</b>	1.0		