

| Position Description Home Care Client Onboarding Coordinator | |
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| Position details: | |
| Position title: | Home Care Client Onboarding Coordinator |
| Reports to: | Home Care Services Manager |
| Department / Division: | Home Care |
| Direct Reports: | Nil |
| Position outline: | |
| <p>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.</p> | |
| Key responsibilities: | |
| <ul style="list-style-type: none"> • 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. | |

Position Description

Home Care Client Onboarding Coordinator

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.

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