

Coordinator Home Care - Community

Position Description



Position number	Multiple Positions
Directorate	Community Services
Department	Home Care Services
Immediate Supervisor	Manager Home Care
Supervising Positions(s)	Team Leader Home Care (multiple) / Senior Home Care Assistant (multiple)
Level	TT5

Position Approval

Ainsley Roscrow

Executive Manager Aged and Children's Services

12/01/26

Review and Approval Date

Position Objective

Mentor and coordinate local staff in all aspects of service delivery to ensure that quality, culturally appropriate services are delivered to aged and disability clients within allocated budget.

Key Duties and Responsibilities

- Coordinate aged, disability and school nutrition services across assigned council locations, ensuring service continuity, continuous improvement and legislative compliance.
- Ensure the service is delivered in a culturally appropriate manner, in line with community development principles, committing to the continual development of corporate knowledge.
- Ensure all service records, site documentation and site reports are completed to a high standard and in a timely manner.
- Develop and maintain partnerships with staff, clients, families, and health professionals to identify client needs and make recommendations within a consumer directed care model of service delivery.
- Develop and implement quality improvement plans for assigned council locations to ensure service outputs meet client and council expectations and legislative standards.
- Ensure the timely undertaking of client assessments, development and review of client care plans, issuing client correspondence, and maintaining up to date client records.
- Liaise with internal and external stakeholders as needs are identified.
- Investigate, address and report complaints, including undertaking mandatory reporting.
- Support and train staff in all aspects of service delivery including the understanding of policies and procedures and creating of daily work plans and rosters.
- Conduct regular team meetings and implement approved training and mentoring programs to ensure staff learning needs are identified and met.
- Oversee the development and regular review of menu and meal plans for school nutrition and home care clients.
- Monitor and oversee client mobility and assistance equipment, consumable and food orders in line with the approved budget.
- Undertake recruitment and performance management processes in line with MRC policy.

Skills and Attributes

- Professional and positive demeanour, demonstrating the ability to lead, motivate and mentor team members to foster independence and increase local ownership of the service; whilst managing budgeted financial and physical resources to complete service objectives.
- High level of communication skills to communicate with a culturally and linguistically diverse range of stakeholders including participating in mediation, negotiations and conflict resolution

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- Strong literacy, numeracy and computer skills to create detailed nonstandard reports and correspondence.

Role Requirements

Essential

- Diploma level qualification in Aged Care or Community Services or equivalent experience
- Considerable experience working remotely with Aboriginal Torres Strait Islander people
- Understanding of aged and disability client needs
- Current NT Driver's Licence or equivalent
- Ability to obtain and maintain NT Working with Children (Ochre) Card.
- Satisfactory completion of a Criminal History Check.

Desirable

- Currently hold or willingness to obtain a Cert IV Training and Assessment
- Knowledge of the National Aged Care Standards
- Safe food handling and/or domestic cleaning qualifications
- Good understanding of family dynamics in a remote Indigenous context
- Current First Aid Certificate

Travel Requirements

This position is based in community. The role will require frequent travel between the nominated communities and Alice Springs – in the MacDonnell Regional Council area of service. It is expected that 70-80% of your time will be spent in community.

Physical Requirements

- Sitting and standing for extended periods
- Manual handling of objects above 10kg
- Repetitive bending and twisting
- Working indoors in an office environment
- Working outdoors in direct sunlight
- Travel in light aircraft or by 4WD vehicle on unsealed roads for lengthy periods

Employee Declaration

I have read and fully understood the position requirements as outlined in this document.

Signature

Date

Position Reporting Structure

