



**Care Coordinator - Home Care Packages Program
0.6 FTE (24 hours per week) Permanent**

Our Home Care Packages program is expanding, and we have an exciting opportunity available for a Care Coordinator to join our progressive and supportive team. As the Home Care Packages Program Care Coordinator you shall have a passion for working with people to enable them to achieve their goal of staying at home for as long as possible, with care and support services in place.

Minimum Qualification:

Tertiary qualification Nursing /Allied Health /Social Work
and/or

Qualification in leadership/management

Requirements:

- Current Police Check
- Valid Victorian Drivers Licence
- Influenza Vaccine
- COVID-19 Vaccine
- Current AHPRA registration (for required professions)
- Be an enthusiastic person, with an exceptional level of commitment, integrity and trustworthiness

Key Selection Criteria:

- Demonstrated experience working across a broad range of clinical/community service settings, including brokered service providers;
- Demonstrated ability to practice within the My Aged Care (MAC), Home Care Packages (HCP), Commonwealth Home Support Program (CHSP) accreditation standards, and contribute to Quality Improvement Activities;
- Proficient care coordination assessment, consumer goal directed planning, and care planning skills to identify consumer needs, wants and choices, using a wellness and reablement approach;
- Demonstrated excellence working individually and collaboratively within a team, with a vision to achieve team objectives and outcomes;
- Proficient time management and prioritisation skills, with demonstrated ability to complete tasks in a timely manner to achieve consumer directed goals, and team goals;
- Demonstrated excellence in documentation skills, communication skills and IT systems.

For further enquires and / or to request a copy of the Position Description please contact Jacki Barnett, Community Health Hub Manager. Telephone 5527 0504. The position description is also available via the HRH website.

Applications close 8.30am Monday 10th January 2022. Send your application letter addressing the selection criteria, your resume, along with two current referees to:

Erin Wilson, Human Resource Officer
Heywood Rural Health

ewilson.hrh@swarh.vic.gov.au

PO BOX 159, Heywood, VIC 3304

www.swarh.com.au/hrh.aspx

“Committed to the health and wellbeing of our community”



POSITION DESCRIPTION

Position:	Home Care Packages Care Coordinator
Reports To:	Home Care Packages Program Lead
Hours of Duty:	0.6 FTE (24 hours per week)
Tenure:	Permanent
Award:	As per relevant award and dependent on experience and/ or qualification

Minimum Qualification:

Tertiary qualification Nursing /Allied Health /Social Work
and/or

Qualification in leadership/management

Requirements:

- Current Police Check
- Valid Victorian Drivers Licence
- Influenza Vaccine
- COVID-19 Vaccine
- Current AHPRA registration (for required professions)
- Be an enthusiastic person, with an exceptional level of commitment, integrity and trustworthiness

Key Selection Criteria:

- Demonstrated ability to practice within the framework of My Aged Care (MAC), Home Care Packages (HCP), Commonwealth Home Support Program (CHSP) accreditation standards, Charter of Aged Care Rights, and contribute to Quality Improvement Activities, to achieve compliance and safety requirements;
- Proficient care coordination, assessment, consumer goal directed planning and care planning skills to identify consumer needs, wants, choices and goals, using a wellness and reablement approach;
- Demonstrated experience working across a broad range of clinical/community service settings, including brokered service providers;
- Proficient time management and prioritisation skills, with demonstrated ability to complete tasks in a timely manner to achieve consumer directed goals, and team goals;
- Demonstrated excellence working individually and collaboratively within a team, with a vision to achieve team objectives and outcomes;
- Demonstrated excellence in timely documentation skills, communication skills and IT systems.

Desirable:

- Previous experience working with a diverse consumer caseload, with people of diverse abilities and backgrounds;
- Working knowledge of software and IT programs including e-Tools, TRAKCare, RiskMan, excel, word, Microsoft outlook;

- Demonstrated understanding of the Aged Care Act 1997 and associated Aged Care standards

Key Performance Indicators:

As determined

Our Vision

Heywood Rural Health (HRH) is committed to the health and wellbeing of our community.

Our Values

Respect

- We make mutual respect the basis of all interactions.
- We respect diversity and respect the dignity of each person.
- We embrace the differences in people and perceptions.

Responsiveness

- We take actions and opportunities to create results.
- We provide services that are person-centred and focused on outcomes.
- We keep our commitments and promises.

Care

- We care about the people and the community within which we work and live.
- We care about our colleagues and ourselves.
- We support people to develop and build on their strengths.

Integrity

- We uphold our professional ethic at all times.
- We are honest and fulfil our commitments.
- We are accountable for our actions.

PRIMARY OBJECTIVES/KEY PURPOSE OF THE ROLE:

The Home Care Packages Care Coordinator shall be accountable for upholding the vision and values, and policy and procedures of Heywood Rural Health, ensuring these are understood and imbedded into practice.

DUTIES AND RESPONSIBILITIES:

Leadership and Governance

- Capture issues/risks in a timely manner on the RiskMan register, with possible actions, and report to the Home Care Packages Team Lead;
- Contribute to organisational and Home Care Packages Program reporting requirements, in collaboration with the Community Health Hub Manager and the Home Care Packages Program Lead;

Team

- Actively work consistently and cohesively with staff within and external to Heywood Rural Health, to develop and maintain a harmonious culture of professional, safe, timely, budgeted and coordinated services with consumers;
- Mentor and provide guidance to Health Care Worker (HCW) staff.

Consumers and the consumers relevant other/s

- Uphold and practice within privacy, confidentiality, consent and professional boundary requirements;
- Conduct formal care reviews with consumers (and the consumers relevant other/s where consumer consent is obtained), on an annual basis, or earlier in the event of clinical deterioration and/or change in consumers circumstances, and progress timely actions based on the outcome of these reviews;
- Ensure consumer care coordination and planning includes:
 - A comprehensive assessment of the consumers individual needs, wants and choices, by coordinating with the consumers relevant other/s (where appropriate), existing service providers, My Aged Care (MAC) Aged Care Assessment Services (ACAS), Allied Health Professionals, District Nursing and other services as identified by the consumer;
 - Coordinating and implementing agreed consumer directed care plans with the consumer and the consumers relevant other/s within a designated timeframe;
 - Actively communicating and liaising with agencies and service providers to ensure coordinated and integrated service delivery with consumers;
 - Monitoring, reviewing, evaluating and adjusting care package services in collaboration with the consumer and the consumers relevant other/s, including the services provided with the consumer;
 - Communicating in a timely manner with consumers, and the consumers relevant other when alternative care arrangements/services are required.

Stakeholders

- Actively and formally liaise with appropriate stakeholders to;
- Ensure effective coordination of all stakeholders including: brokered services, My Aged Care (MAC), health services and community based organisations to achieve integrated and safe services for consumers. This shall be based on the outcome of a risk assessment, and the clinical, physical, emotional, social and dietary needs of the consumer;
 - Identify and manage service gaps and lack of access for all consumers, including consumers with diverse needs, and of various cultural backgrounds;
 - Contribute to the monitoring and evaluation of brokered service providers every quarter, and use outcomes from the evaluation to improve services to HCP consumers, in collaboration with the Home Care Packages Lead;

Financial sustainability

- Ensure all resources are utilised in a cost effective way;
- Actively monitor and control monthly expenditure against consumer budgets and report any anomalies to the Home Care Packages Program Lead;
- Ensure data is accurately captured and entered into relevant system/s, within allocated timeframes.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Implement tasks in line with funding requirements and accountabilities, and in accordance with the policies, procedures and practices of Heywood Rural Health.

JUDGEMENT AND DECISION-MAKING:

The incumbent requires the ability to make decisions and carryout set procedures in line with Heywood Rural Health policy and procedures during crisis situations, which may occur when working with persons with dementia, who are frail aged, or persons with other complex care needs, without the guidance of the Home Care Packages Program Lead. Such decisions will

require some originality in approach with solutions usually attributable to the application of previously encountered procedures and practices. The incumbent shall recognise their own abilities and level of competence, and practice within the scope of the role and relevant legislative requirements.

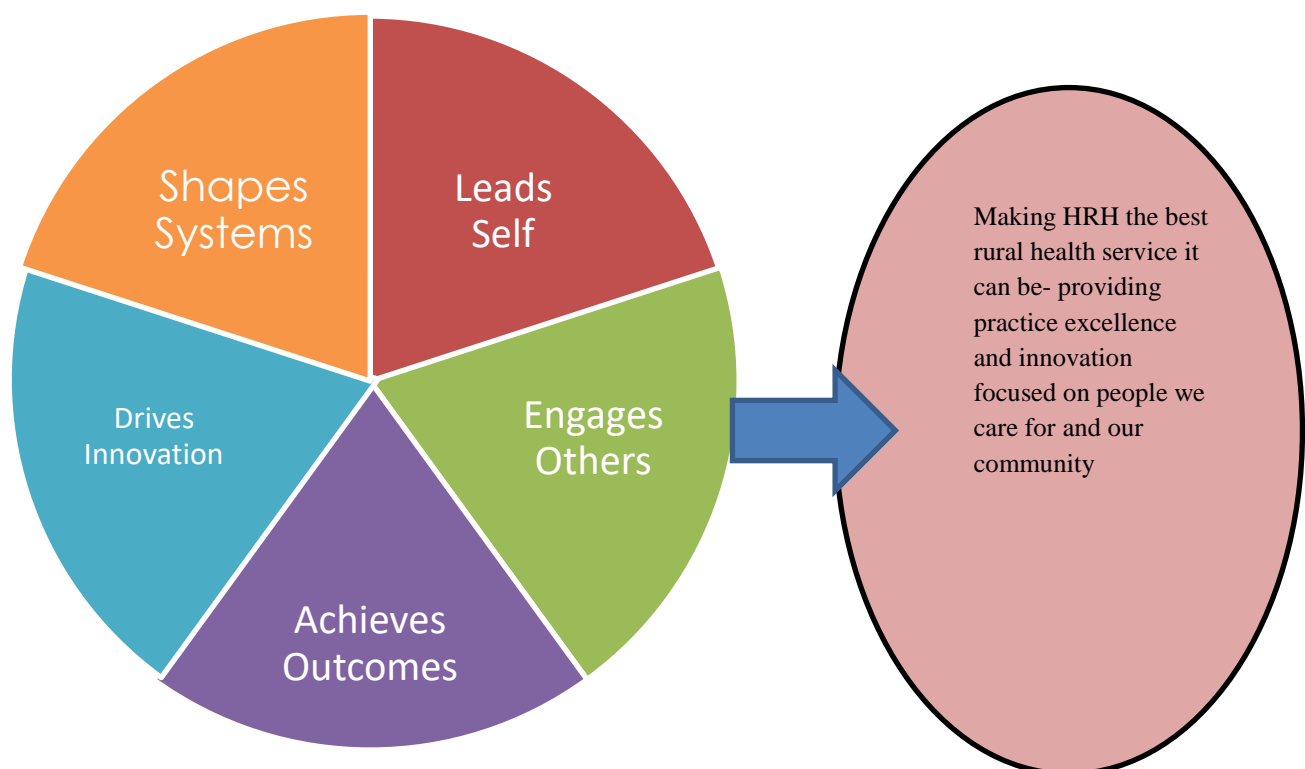
Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.

Duties and responsibilities may be reviewed in accordance with HCP Program service requirements.

PROFESSIONAL LEADERSHIP:

- Participate in the positive promotion of Heywood Rural Health.
- Be involved in health promotion activities by participating in health education of the consumer and community.
- Role model the HRH leadership capability framework by:
 - Leading Self;
 - Engaging others;
 - Achieving outcomes;
 - Driving innovation; and
 - Shaping Systems.

[HRH Leadership Capability Framework \(LEADS\)](#)



Position Requirements

N.B. Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this role and are not to be interpreted as being all-inclusive. Duties and responsibilities may be reviewed according to service requirements.

Position Requirements Below	Tick Box
A current National Police Check must be provided prior to commencement at HRH.	✓
Evidence of Professional Registration (if required)	✓
Current Advance Life Support (ALS) Certificate Required (For RN's only)	✓
Evidence of Professional Qualification (if required)	✓
Valid Victorian Driver's Licence (if required)	✓
Valid Trade Licence (if required)	✓
Satisfactory Working with Children Check (if required)	✓
Undertake Pre-Employment Check as per HRH policy (This is mandatory prior to commencement and when required during employment)	✓
Influenza and COVID-19 Vaccination	✓
Typical Work Schedule (As specified in relevant staff Roster)	
This position is worked in business hours between Monday and Friday. Availability to work additional hours occasionally is required	✓

JOB DEMANDS CHECKLIST

Heywood Rural Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		

Standing	Remain standing to perform tasks			✓			
Walking	Periods of walking required to perform tasks			✓			
Bending	Forward bending from waist to perform tasks		✓				
Kneeling	Remaining in a kneeling position to perform tasks	✓					
Lifting/Carrying	Light lifting and carrying		✓				
	Moderate lifting and carrying		✓				
	Assisted lifting (mechanical, equipment, person assist)	✓					
Working at Heights	Ascending and descending ladders, stools, scaffolding					✓	
Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	✓					
Reaching	Arms fully extended forward or raised above shoulder		✓				
Crouching	Adopting a crouching posture to perform tasks	✓					
Foot Movement	Use of leg and/or foot to operate machinery	✓					
Head Postures	Holding head in a position other than neutral (facing forward)	✓					
Fingers/Hand/ Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			✓			
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands		✓				
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride-on mower, forklift, bus, etc.		✓				
Aspects of Normal Workplace			Frequency				
Demands	Description	I	O	F	C	N/A	

Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. family violence, emergency or grief situations		✓			
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness	✓				
Exposure to Distressing Situations	E.g. Child abuse, family violence, delivering bad news, viewing extreme injuries, viewing deceased	✓				
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					✓
Noise	Environmental/background noise necessitates people raising their voice to be heard					✓
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE	✓				
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation	Working with radiologic equipment					✓

Other Requirements

REQUIREMENTS	
Code of Conduct	HRH employees are expected to adhere to the values as outlined in the " <i>Code of Conduct for Victorian Public Sector Employees 2015</i> ". Breaches of the Code of Conduct may result in disciplinary action.
Compliance	During the course of your employment at HRH, you must maintain currency of all pre-screening and credentialing/other matters specified in your HRH Contract of Employment.
Confidentiality	You must ensure the affairs of HRH, its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests of HRH. Any breach of confidentiality will be viewed as a serious matter and may be the subject of disciplinary action including termination.

Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and conditions will apply until by mutual agreement they are altered or replaced in writing.
Cultural Diversity	Recognise and respect cultural diversity within the community and be committed to respecting the individual beliefs, age gender, economic , cultural and linguistic backgrounds of HRH clients and staff
Gender Equality	As a HRH employee you will contribute to equal and measurable outcomes for women, men and gender-diverse people. This includes equal representation, status and rights, establishing equal opportunities for all people to contribute to national, political, social and cultural development; and for all to benefit from these results.
Infection Control	It is your responsibility to comply with the Infection Control policies and practices of HRH. You will also be expected to participate in infection control education yearly.
Information Technology	You will need to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, Data Projector. You may/will also need to become familiar with the programs used by HRH e.g. Electronic patient records –TRAK, Riskman, Platinum 5.
OH&S	<p>You are required to comply with all HRH Occupational Health and Safety policies and procedures.</p> <p>You are to take reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of an employee in the workplace. You are to:</p> <ul style="list-style-type: none"> ▪ Follow safe work practices and use personal protective equipment as required; ▪ Participate in OH&S consultation and OH&S training initiatives; ▪ Report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act, clause 25) ▪ Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences; assist with any investigations and the identification of corrective actions; ▪ Co-Operate with managers and supervisors so they can meet their OH&S responsibilities; ▪ Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk; and ▪ Perform only those tasks for which you have received appropriate training and instruction.
Performance Appraisal	Your manager is responsible for conducting your performance Appraisal at three months and at least annually.
Police Check	Your appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, you may supply a statutory declaration indicating you have no conviction for murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude you from working in HRH.
Probation period	A three months’ probation period will apply.

Privacy and Confidentiality	Employment is subject to your compliance with the <i>Health Records Act</i> . This <i>Act</i> requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.
Quality and Safety	<p>HRH is committed to providing Safe, High Quality Care across all services. Expectations on staff to support this include:</p> <ul style="list-style-type: none"> • Demonstrate a commitment to best practice; • Take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care; • Ensure all Health Service activities are in accordance with the National Safety and Quality Healthcare Standards (Organisation-Wide) – 2nd Edition, the Home Care Common Standards (Primary and Community Health) and the Aged Care Accreditation Standards – July 2019; • Actively participate in the HRH Safety and Quality Program. All staff will contribute to quality improvement activities aimed at improving patient/resident/client outcomes and maintaining accreditation standards; and • Be actively involved in processes to monitor and evaluate the performance of the services provided by the work area. <p>N.B. It is the responsibility of every staff member to be familiar with HRH Service-Wide and specific Departmental Policies & Procedures.</p>
Smoke Free Campus Policy	Smoking is prohibited throughout all buildings and vehicles controlled by HRH. This policy applies to staff, patients, residents, clients, volunteers, visitors, contractors and others.
Staff Development	You are required to attend an Orientation Day prior to commencement of employment and participate in the Professional Development Program.
Termination of Employment	Four weeks (or as per Enterprise Agreement) written notice of termination of employment to be provided to their Department Manager.

As the incumbent of this position:

- i. I acknowledge I have received a copy of this Position Description, and have read and understand the requirements of this role. I agree to work in accordance with this Position Description.
- ii. I confirm I have read the Job Demands Checklist detailed in this Position Description, understand its content, and agree to work in accordance with the requirements of this Checklist.
- iii. I also understand this Position Description forms part of my Contract of Employment with HRH.

APPROVALS	Name	Signature	Date
Divisional Head:			
Department Head:			
Employee:			

Please forward signed copy to:
People & Culture Department erin.wilson@heywoodruralhealth.vic.gov.au