

POSITION DESCRIPTION

POSITION:	Home Care and Support Services Coordinator
ACCOUNTABLE TO:	Executive Manager Care Services
STATUS:	Part Time 30.4 hours per week
CLASSIFICATION:	Dependent on skills and experience

INTRODUCTION

Shepparton Retirement Villages (SRV) is a non-for-profit community based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.

SRV is responsible for the delivery of care across 271 residential aged care beds, 288 independent living units and home care packages and deliver short term restorative care across the Hume Region. Services are delivered across 3 campuses; Rodney Park (Mooroopna), Kialla Gardens and Tarcoola (Shepparton). For further information, visit our website www.sheppvillages.com.au

ROLE STATEMENT

The Home Care and Support Services Coordinator is a key role in Shepparton Villages Aged Care Services and is responsible for:

- The developing, implementing and managing of Home Care packages in a Consumer Directed Care environment;
- Building, maintaining and managing strong relationships with consumers and or their representatives, staff, GPs, health service providers and the broader community;
- Developing and managing home care workers in partnership with brokered service providers and HCP agreement
- Partnering with the consumer to development and implement of consumer driven care plans.
- Ensuring that care is delivered by home care workers that reflect the care plan;
- Ensuring that each client is aware of their individualised budget and the package is managed within this budget;
- Assisting the development, implementation, monitoring and evaluation of quality indicators;
- Ensuring the service meets accreditation standards.

All of the above need to occur within the mission and values of Shepparton Retirement Villages.

WORKING RELATIONSHIP

This position report directly to the Community Services Program Manager. This position will work in partnership with clients supporting them to make informed choices regarding the types of services provided in their package, including how the services are delivered and by whom. To enable this the position will engage with key stakeholders in the community such as referring agencies, government departments, suppliers and service providers in order to achieve the goals set for the package.

KEY SELECTION CRITERIA

Essential:

- Enrolled Nurse with 2 years experience or Tertiary qualification in Social/ Health Sciences
- Excellent problem solving, assessment and care planning skills
- Demonstrated people management and interpersonal skills
- Demonstrated ability to achieve goals in time frames and on budget

- An understanding of Consumer Directed Care (CDC) and the needs of elderly persons within a community setting
- Commitment to support independence, wellness and re-ablement of the consumer
- Well developed skills in Microsoft Word, Outlook and Excel

Desirable:

- Knowledge of case management in varying environments
- Experience in the delivery of Home Care packages
- Working knowledge of Aged Care Quality Standards
- Innovative thinking in ways to meet consumers goals and care needs
- An interest in technological advances in care and service provision

OUTCOMES STATEMENT & TASKS

The incumbent of this position will be required to perform the following tasks in accordance with Shepparton Villages Values:

Choice - encourage and promote individual choice and independence by:

- The development, implementation and management of Home Care packages in the local region;
- The development, implementation, management and evaluation of Consumer Directed Care (CDC);

Respect - everyone is unique, we listen and demonstrate care and compassion in everything we do by:

- Building, maintaining and managing strong relationships with consumers and or their representatives, staff, GPs, health providers and the broader community;
- The employment, development, and management of our home care workers;
- Partnering with the consumer to development and implement of consumer driven care plans.

Care - we care and continuously improve what we do by:

- The delivery and management of complex medical procedures.
- Ensuring that care is delivered by home care workers that reflect the care plan

Passion -we love what we do and encourage creativity and diversity by:

- Ensuring that each package is managed within a defined budget;
- Ensuring that each client is aware of their individualised budget;
- Assist the development, implementation, monitoring and evaluation of quality indicators;
- Ensures that the service meets accreditation.

Teamwork – we work together and support each other

- Work in collaboration consumers and or their representatives and all staff when necessary to achieve desired outcomes
- Assisting other areas within the organization where required and appropriate
- Participating effectively in problem solving and finding solutions for scheduling challenges in consultation with and support from the relevant Managers or individuals

OH&S Responsibilities

- Reports hazards, near misses and injuries immediately
- Uses personal protective equipment as required
- Complete incident reports as required
- Elect and support health and safety representatives
- Comply with risk and safety policies and procedures and instructions

Position Description: Home Care and Support Services Manager

- Contribute to risk assessments
- Participate in training and meetings regarding safety
- Active support and demonstration of manual handling skills
- Works within policy, procedures and accreditation standards

OTHER RELEVANT INFORMATION

- Hours of work: 32 hours per week – negotiable to 38 hours per week
- The following must be maintained at all times:
 - Current Drivers Licence
 - Satisfactory Police Check
 - NDIS screening
 - Relevant Registrations
- Must undertake mandatory training annually
- Redeployment to other services may be required
- The probationary period for this position is 6 months

PERFORMANCE REVIEW

The Home Care And Support Services Manager will participate in a performance review six months after appointment and thereafter every two years with the Community Services Program Manager.

TERMS & CONDITIONS

Terms and conditions are provided by the Shepparton Retirement Villages Inc. (trading as Shepparton Villages) ANMF and HSU Enterprise Agreement 2014, and our policies and procedures (as varied from time to time).

INHERENT POSITION REQUIREMENTS

Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. This role may require the following tasks among other things:

Tasks	Occasionally (1 - 33%)	Frequent (34 - 66%)	Very frequent (67 - 100%)
Computer work			✓
Sitting for extended periods			✓
Neck flexion/extension and rotation			✓
Standing/Walking	✓		
Bench height lift	✓		
Requirement to meet urgent deadlines			✓
Dealing with distressed staff, residents or visitors		✓	
Getting in and out of a car		✓	
Driving		✓	

I acknowledge:

- That I have read and fully understand the Position Description
- I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Date ____/____/____

(Print Name)

Approved by:	Executive Manager People, Workforce and Culture
Issued:	February 2021
Reviewed:	