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| **Position Title** | Home Support Care Coordinator |
| **Position Number** | New |
| **Department** | EGHS at Home |
| **Classification** | Dependant on qualifications and experience |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Manager – EGHS @ Home |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The Home Support Care Coordinator provides effective management and coordination of a clients home based support services in the Commonwealth Home Support Program, Home Care Packages program, DVA and Post Acute Care. These services include Domestic, Personal Care, Meals on Wheels, Transport, Home Maintenance and Modifications and Shopping Assistance.

The Home Support Care Coordinator is responsible for ensuring program eligibility, service coordination, client assessment and review and is the primary contact person for all relevant stakeholders. The role also includes the coordination of rostering of clients and other aspects of service delivery.

**Department / Unit Specific Overview**

East Grampians Health Service (EGHS) Community Services aim to meet the needs of the community by offering a vast array of services to the community in Ararat and surrounding districts. We offer outpatient, outreach and domiciliary services. Our services include Allied Health, Dental, Community Nursing, Home Care Packages, Home Support Services and Patricia Hinchey Centre. These services support other clinical areas including our acute and residential aged care consumers. EGHS@Home includes our Home Support program, Healthy@Home (telehealth program), Home Care Packages and Carers Support program.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Serve as the primary contact person for all relevant stakeholders of Home Support services.
* Develop person-centred care plans to meet consumers' needs and find the necessary resources to meet the consumer's goals
* Coordinate and manage intake, assessment and review process to deliver services within legislative, policy and funding guidelines.
* Determine suitability of clients for home based services.
* Encourage and implement adaptive flexible service provision to respond to clients’ changing needs.
* Coordinate care and communicate any changes to relevant staff using effective scheduling and communication tools.
* Actively participate in, and lead as appropriate, the transfer of critical information for safe patient care.
* Advocate for clients who may be vulnerable and need of additional support services.
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area.
* Identify and assist in the resolution of issues associated with client care including the need to escalate if required.
* Maintain a safe working environment ensuring efficient use of skills to meet client needs.
* Participate in governance activities as directed by the Manager – EGHS at Home, including but not limited to activity reporting auditing and quality improvement activities.

**Key Performance Indicators**

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* Demonstrates understanding, application of knowledge and implementation of the organisation’s clinical governance framework to ensure the provision of high quality health care through continuous improvement.
* Demonstrates knowledge and application of skills to ensure the organisation’s information management goals are met including timely and accurate month end reporting.
* Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for consumers including accurate and comprehensive notes and record keeping.

**Key Selection Criteria**

**Essential Criteria:**

* Strong understanding of Care Coordination best practice and guidelines, specifically Commonwealth Home Support Program and the new Support at Home program.
* Demonstrated understanding of current casework practices for the aged.
* Strong problem-solving skills demonstrated through an ability to identify and resolve problems in a timely manager.
* Experience working in a multidisciplinary team
* Strong verbal and written negotiation skills including negotiation and de-escalation.
* Experience in care support planning of packaged care, such as NDIS or client-funded care.
* A well-developed skillset in customer service and consumer engagement.
* Experience and the ability to articulate examples of person-centred practice, methodology and practices.
* Experience working autonomously in a target and quality driven community service environment.
* High-level organisation and time management skills, demonstrated through examples of re-organising work priorities and developing efficiencies to meet changing demands.
* Excellent computer skills and ability to navigate customer management systems.
* Experience working independently, working within multiple and multidisciplinary teams and maintaining cohesive working relationships with a broad range of stakeholders
* Experience and knowledge of the Quality Standards and the new Strengthened Quality Standards
* Hold a current and valid Victorian drivers licence.

Must comply to having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* NDIS Employee Check
* Immunisation requirements (annually)

**Desirable Criteria**

* Qualification in Community Services or Allied Health Assistance
* Experience in managing/ leading teams

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature | Date |
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| Developed Date (MM,YY) |  |
| Developed By Name | Developed by Title |
| Date of next review (12 months) |  |