

# POSITION DESCRIPTION



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|                        |                                                                                                                                                   |
| <b>Position Title</b>  | Carer Support Program Coordinator                                                                                                                 |
| <b>Position Number</b> | N6190                                                                                                                                             |
| <b>Department</b>      | Community Health Services                                                                                                                         |
| <b>Classification</b>  | Dependent on qualification                                                                                                                        |
| <b>Agreement</b>       | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| <b>Reports to:</b>     | EGHS@Home Manager                                                                                                                                 |

## Position Purpose:

The East Grampians Health Service (EGHS) Carer Support Program, supports carers to access services that focus on their own health and wellbeing. The Carer Support Program Coordinator will engage and network with community and aged care service providers to support identification of and engagement with potential clients and available services. The Carer Support Program Coordinator will coordinate, administrate and report the delivery of the Carer Support Program, in line with organisational and funding agency requirements.

## 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, Patricia Hinchey Centre and Home Care Services. These services support other clinical areas including our acute and residential aged care consumers. Our Community Health Centre also accommodates Maternal Child and Health Services and consultation rooms for visiting medical, surgical and clinical services.

## Our Values



### Integrity

We value integrity, honesty and respect in all relationships



### Excellence

We value excellence as the appropriate standard for all services and practices



### Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



### Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



### 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

To be leaders in rural health care

## Our Strategic direction

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines. It is underpinned by our organisational values and behaviours, which focus on improving our communities health and quality of life through strong partnerships and by responding to changing needs. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being 'leaders in rural health care':

### BETTER HEALTH

- A system geared to prevention as much as treatment
- Everyone understands their own health risks
- Illness is detected and managed early
- Healthy neighbourhoods and communities encourage healthy lifestyle

### BETTER ACCESS

- Care is always there when people need it
- More access to care in the home and community
- People are connected to the full range of care and support they need
- There is fair access to care

### BETTER CARE

- Target zero avoidable harm
- Healthcare that focuses on outcomes
- People are active partners in care
- Care fits together around people's needs

## Organisational Responsibilities

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

[Victorian Public Sector - Code of Conduct](#)

[Confidentiality, Security and Management of Information - SOPP 24.02](#)

[Hand Hygiene - SOPP 70.18](#)

[Occupational Health and Safety - SOPP 72.09](#)

[Person Centred Care - SOPP 60.20](#)



[Safety - SOPP 72.13](#)

[Performance Development policy - SOPP 35.27](#)

[Risk Management - SOPP 74.01](#)

- 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.
- 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**

- Coordinate, administrate and report the delivery of the Carer Support Program, in line with organisational and funding agency requirements
- Work collaboratively with EGHS staff to ensure client assessed needs are met
- Collaborate with Community Services team to develop program in line with funding guidelines.
- Engage with EGHS and external service providers to identify potential clients and available services
- Provide efficient administration such as answering phones, developing consumer records and files, maintaining accurate records and compiling statistical data
- Actively promote EGHS services
- Coordinate and deliver innovative consumer/carers education programs as appropriate
- Attend relevant meetings/workshops to remain knowledgeable of changes and developments in the provision of Government programs and services
- Ensure legislated requirements are met in respect to the provision of services
- Ensure confidentiality is maintained in all matters pertaining to consumers and staff, in line with the Health Services Act and the Privacy Act
- Comply with EGHS reportable events and complaints processes and manage consumer complaints, escalating these to the Director of Community Services as required.
- Ensure incidents are appropriately documented in a timely manner and relevant preventative action taken
- Comply with EGHS risk management framework and oversee timely delivery and accuracy of compliance audits and reporting requirements
- Demonstrate a commitment to organisational change and respond as required by supporting and actively participating in quality improvement activities



- Ensure all consumers and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination

### **Key Performance Indicators**

- Demonstrates practice within the Vision, Mission and Values of EGHS.
- Demonstrates understanding, application of knowledge and implementation of EGHS's clinical governance framework to ensure the provision of high quality care through continuous improvement
- Demonstrated understanding of service provision, coordination, allocation and compliance with contractual obligations to ensure quality service provision.
- Participates as an active member of the Community Services Team
- Demonstrates a commitment to completion of mandatory education and an annual personal development plan
- Demonstrates a commitment to personal and professional development, identifying key areas for individual growth
- Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees and clients
- Receives positive feedback from consumers, staff and funding bodies
- Meets funding targets as prescribed by agency requirements

### **Key Selection Criteria**

#### **Essential Criteria:**

- Strong administrative skills, preferably in a community services setting, including excellent time management and organisational skills
- A demonstrated ability to communicate effectively with a broad range of people
- An understanding of, and commitment to, delivering consumer centred care – respecting and responding to each individual's needs, values and preferences
- Self-reliant, motivated, able to work independently and innovatively and respond to situations appropriately, while working within a framework of policies and protocols
- Highly proficient in the use of a range of computer software programs and the ability to learn new software programs, at a level required to fulfil this position
- Demonstrated ability to identify and manage a range of complex situations
- Excellent negotiation, problem solving and conflict resolutions skills
- A proven ability to liaise across a broad spectrum of services and communicate positively to a wide range of people
- Commitment to quality, best practice and environmental safety

Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)
- Current driver's licence



### Desirable Criteria

- Qualification(s) in administration, disability, social services and/or community services
- Leadership, management or business administration qualifications or willingness to complete same
- Awareness and understanding of the Aged Care and Disability sectors, specifically My Aged Care, CHSP and HACC/PYP
- Experience in a rural health and / or community setting

### Acknowledgement

|                                    |                                                  |
|------------------------------------|--------------------------------------------------|
| Employee Name                      |                                                  |
| Employee Signature                 | Date                                             |
|                                    |                                                  |
| Manager Name                       |                                                  |
| Manager Signature                  | Date                                             |
|                                    |                                                  |
| Developed Date (MM,YY)             | April 2023                                       |
| Developed By Name - Sarah Woodburn | Developed by Title - Director Community Services |
| Date of next review (12 months)    | April 2024                                       |

