



Jubilee Community Care Inc

87 Central Avenue Indooroopilly • PO Box 1052 Indooroopilly Qld 4068

POSITION DESCRIPTION

Client Support Coordinator

Employment status:	Full-time permanent
Salary range:	Jubilee Community Care Workplace Agreement Administration/Coordination Level 4
Additional benefits:	Superannuation at 12%, salary packaging and a salary packaged fully maintained motor vehicle is available
Reports to:	Client Support Manager
Human Resources	Support Workers; communication and liaison on care and support services of a client's care plan
Internal relationships:	Clients and their representatives, Director, Coordinators, Training and Quality Officer, Office Coordinator, Marketing Coordinator, Financial Administrator, Finance and Administration staff, Support Workers, Management Committee
External relationships:	Service Providers, community organisations, Government departments and agencies

Purpose

Client Assessment/Review;

- Conduct care/support service assessments/reviews for clients
- agree care/support plans with the input of clients and/or their representatives recognising their aims/goals/assessed needs
- develop and communicate care/support plans to Support Workers
- monitor and review care/support plans to ensure client aims/goals/assessed needs are being met and compliance with legislative requirements and contractual obligations.

Documentation;

Ensure accurate and timely completion of client and organisational documentation.

Promote JCC values, vision, mission and goals by providing a strong client-focus and providing leadership, motivation and development of client support staff.



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Duties - These cover the position's main functions:

Client Support Coordination

- Conduct care and client support service assessments/reviews for clients
- Develop care/support plans and budgets in agreement with the input of clients and/or their representatives recognising their aims/goals/assessed needs
- Communicate the care/support plans to Support Workers
- Monitor and review care/support plans to ensure client aims/goals/assessed needs are being met and compliance with legislative requirements and contractual obligations.
- Ensure accurate and timely completion of client and organisational documentation.
- Contribute to case management / coordination meetings
- Facilitate client/representative case management meetings
- Contribute to the timely client referrals to My Aged Care, Carer Gateway, RAS/ACAT and/or external service providers to meet client needs
- Contribute to the development, communication and implementation of care/support services policies and procedures
- Participate in the On-Call Roster on a rota basis
- Identify unmet client needs and contribute to the development of activities and programs to meet these needs

Administration

- Ensure client documentation meets legislative and quality guidelines aligned to the Home Care Standards
- Contribute to the analysis of the performance of our care/support services in meeting legislative requirements, client needs and contractual obligations
- Develop, agree and monitor client budgets
- Participate in annual business, budgets and strategic planning processes
- Contribute to the submissions for program funding in liaison with Director and Client Support Manager

Communication

- Attend case management meetings to update Client Support Manager/ Coordinators on assessments/reviews/client updates etc
- Contribute to program performance reports
- Liaise with relevant stakeholders in the development, implementation and review of care/support plans
- Represent the organisation at inter-agency meetings relevant to the delivery of care services and funded programs
- Promote the organisation's services by developing innovative ways of providing information to individuals and community groups regarding choices in home and community care
- Consistently demonstrate JCC values and promote the organisation's vision, mission and goals

Human Resource Supervision

- Supervise, coach, mentor Support Workers
- Contribute to the development of the induction and training of Support Workers.
- Conduct annual performance reviews of Support Workers.
- Assist in the staff recruitment process



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Continuous Improvement, Workplace Health and Safety

- Contribute to the maintenance of our Quality Systems, Policies and Procedures, and ensure compliance with legislation and Home Care Standards
- Collective responsibility to ensure staff comply with policies and procedures, relevant legislation, professional, ethical and quality standards
- Conduct agreed Quality Audits and address any areas of non-conformance
- Continually encourage staff to report potential hazards, accidents and incidents as soon as possible

Other requirements

All staff are:

- expected to be aware of and embrace the organisation's values, vision, mission and goals.
- required to become familiar with, and abide by, the organisation's Code of Conduct and Use of Social Media Policy.
- required to undergo an induction process.
- required to attend staff meetings and participate in ongoing training and development.

Selection Criteria

Desirable

- Current Queensland Nursing Registration or possess the qualification to obtain registration

Essential

- Tertiary qualifications in any of the following or similar areas: Business Management, Human Services, Social Work, Social Sciences, Community Work, Nursing, Allied Health.
- Current open drivers licence.
- Federal Police Clearance must be attained
- Computer competency ideally with experience in software used for client documentation, and Microsoft Office.

Key selection criteria

1. Demonstrated work experience in the delivery of community care or nursing services.
2. Demonstrated experience in the assessment of older people and the development of care and person centred support care/plans
3. Proven experience in the administration of client documentation that meets legislative, contractual and Quality outcomes
4. Organisational skills with the demonstrated ability to work independently, prioritise and manage competing tasks and to meet deadlines.
5. Highly developed interpersonal and communication skills, as demonstrated by experience in liaising with internal and external stakeholders, inter-agency networking, and establishing and maintaining strategic relationships and partnerships.