



# Jubilee Community Care Inc

87 Central Avenue Indooroopilly • PO Box 1052 Indooroopilly Qld 4068

## POSITION DESCRIPTION

### Coordinator

<b>Section:</b>	Consumer Services
<b>Salary range:</b>	Jubilee Community Care Workplace Agreement Administration/Coordination Staff Level 4
<b>Additional benefits:</b>	Superannuation at 12%, salary sacrifice and a salary packaged fully maintained motor vehicle is available
<b>Employment status:</b>	Fixed Term until June 2016 up to full-time
<b>Reports to:</b>	Deputy Executive Manager
<b>Direct reports:</b>	Care Workers
<b>Internal relationships:</b>	Consumers/representatives, Executive Manager, Coordinators, Activities Officer, Care Worker Trainer, Financial Administrator, Financial Administrator Assistant, Scheduling Coordinator, Marketing Coordinator, Roster/Receptionist, Care Workers and Management Committee.
<b>External relationships:</b>	General public, community organisations, government departments and agencies, statutory bodies

#### Purpose

The Coordinator manages a consumer case load and supervises Care Workers ensuring the provision of high quality care and support services to consumers.

As a Coordinator you will:

- conduct consumer assessments and develop and agree care plans with the input of consumers and/or their representatives,
- communicate the services, aims and goals of a consumers care plan to Care Workers, and monitor and review the outcome of the care plan in meeting the needs of a consumer
- assist/facilitate consumers in managing their package
- ensure completion of timely and accurate consumer documentation.
- provide direct supervision and mentoring of Care Workers.

A Coordinator works collaboratively within the management group (Executive Manager, Deputy Executive Manager, Coordinators, Financial Administrator and Marketing Coordinator) to ensure:

- the quality of care and support services meet the need of our consumers, internal quality assurance and the expected outcomes of our funding bodies.
- completion of accurate and timely data to assist in preparing reports and meeting contractual obligations.
- appropriate induction, training and development of Care Workers.



# Jubilee Community Care Inc

87 Central Avenue Indooroopilly • PO Box 1052 Indooroopilly Qld 4068

ABN 68 420 231 327

## Duties

These cover the position's five main functions: case management and coordination, administration, communication, human resource management, workplace health and safety.

<p><b>Consumer Services</b></p>	<ul style="list-style-type: none"> <li>• Work in collaboration within the management group to develop, implement and monitor consumer care services in line with JCC policies and procedures and external agency requirements.</li> <li>• Ensure timely consumer assessments and reviews for care and support services are coordinated, appropriate and monitored to meet consumer needs.</li> <li>• Provide direct clinical care to clients within the scope of practice</li> <li>• Ensure consumer documentation is accurately maintained and up to date.</li> <li>• Develop care plans that maintain the support and involvement of family members/representative and the independence of consumers.</li> <li>• Facilitate consumer/representative case management meetings.</li> <li>• Make recommendations for the approval of services to financially disadvantaged consumers.</li> <li>• Ensure timely referrals to other services where a waiting list exists.</li> <li>• Participate in the On-Call Roster on a rota basis.</li> <li>• Identify unmet consumer needs and discuss at management meetings.</li> <li>• Contribute to the development of activities program.</li> </ul>
<p><b>Administration</b></p>	<ul style="list-style-type: none"> <li>• Work in collaboration with the management group to compile and analyse performance of programs through the use of data and consumer documentation, and devise improvement plans for identified areas of need.</li> <li>• Maintain quality documentation relevant to consumers and funded programs according to organisational guidelines and Home Care Common Standards.</li> <li>• Contribute to the maintenance of quality systems, policies and procedures relevant to legislation, government and JCC guidelines.</li> <li>• Participate in annual business and strategic planning processes.</li> <li>• Contribute to the submissions for program funding.</li> </ul>
<p><b>Communication</b></p>	<ul style="list-style-type: none"> <li>• Communicate the services, aims and goals of a consumers care plan to Care Workers.</li> <li>• Work in collaboration within the management group in reporting outcomes for programs and contribute to the monthly management meeting on the performance of the programs, highlighting achievements and issues.</li> <li>• Liaise with stakeholders in the development, implementation and review of care and service plans, and address waiting lists.</li> <li>• Represent the organisation at inter-agency meetings relevant to the delivery of care services and funded programs.</li> <li>• Promote the organisation's services by developing innovative ways of providing information to individuals and community groups regarding choices in home and community care.</li> <li>• Consistently demonstrate JCC values and promote the organisation's vision, mission and goals.</li> <li>• Advocate on behalf of consumers and where appropriate refer consumers to other services and/or agencies.</li> </ul>



# Jubilee Community Care Inc

87 Central Avenue Indooroopilly • PO Box 1052 Indooroopilly Qld 4068

<b>Human resource management</b>	<ul style="list-style-type: none"> <li>• Provide direct supervision and monitor the performance of Care Workers.</li> <li>• Contribute to the development of the induction and training of Care Workers.</li> <li>• Conduct annual performance reviews of Care Workers.</li> <li>• Ensure Care Workers are aware of and comply with policies and procedures, relevant legislation, professional, ethical and quality standards.</li> </ul>
<b>Workplace health and safety (WHS)</b>	<ul style="list-style-type: none"> <li>• Ensure own and Care Workers' compliance with WH&amp;S policies and procedures and safety legislation.</li> <li>• Undertake WH&amp;S audits and risk assessments of consumer's homes and review annually or as circumstances change.</li> <li>• Ensure Care Workers have the skill, ability and competence to carry out the duties of their role.</li> <li>• Take steps to minimise risks, and encourage Care Workers to report potential hazards, accidents and incidents.</li> </ul>

## 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.
- Required to undergo an induction process, attend staff meetings and participate in ongoing training and development.

All staff are expected to be aware of, and embrace, the organization's values, vision, mission

## Selection Criteria

### Essential

- Tertiary qualifications in areas such as: Business Management, Human Services, Social Work, Social Sciences, Community Work (or equivalent).
- Current open drivers licence.
- Federal Police Clearance must be attained.
- Computer competency ideally with experience in software used for consumer documentation, and Microsoft Office.

It is desirable that the applicant has a Queensland Nursing Registration or the qualification to obtain registration.

### Key selection criteria

1. Demonstrated knowledge and proven experience in the delivery of community care or nursing services.
2. Demonstrated experience in the coordination and and case management of consumers, including assessments, care planning, monitoring and review.
3. Demonstrated experience in the supervision and mentoring of employees.
4. Demonstrated ability to work collaboratively as part of an integrated team.
5. Well developed interpersonal and communication skills, as demonstrated by experience in liaising with consumers and their families, internal and external stakeholders and in inter-agency networking.