

Position Description – COMMUNITY PROGRAMS COORDINATOR

Position title:	Community Programs Coordinator	Date of Issue	
Position Reports to:	Community Services Manager	Authorised by:	Chief Operating Officer
Position Responsible to:	NA		

VISION, PURPOSE & VALUES:

Our Vision:

Where every door leads to wellbeing.

Our Purpose:

Strengthening our communities' health & wellbeing by delivering innovative, quality health & community services.

Our Values:

Our values provide the Board, Executives and staff with a touchstone against which individual, team and organisational attitudes, behaviours and work practices can be aligned and measured:

Teamwork - We are always looking to help each other and are happy to do so, as together, we achieve more.

Respect - We will be kind, non-judgemental, and respect others.

Encouragement - We appreciate, value and acknowledge our colleagues' and clients' contributions and efforts.

Honesty - Honesty is measured by our conduct, not our words.

Stewardship - We are committed to sustainably supporting the long-term improvement of our community's health and wellbeing, wherever they may be.

ROLE POSITION PURPOSE & CONTEXT:

- Coordinating consumers receiving funded supports, including CHSP, DVA, Private and Brokered
- Onboarding, goal setting and care planning, monitoring progress and reviewing services in accordance with funding guidelines
- Working closely with Community Support Workers (CSW) and their Team Leader to ensure highest standard of support services
- Providing comprehensive reports to required standards and time lines.
- Contributing to continuous improvement and quality assurance activities
- The role requires the highest standards of professional practice and consumer-centred care
- The employee is expected in all instances to demonstrate Corumbene's Vision and Values.

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<p>KEY RELATIONSHIPS</p> <p><u>Internal:</u> Corumbene staff, consumers/representatives</p> <p><u>External:</u> Prospective consumers, Government agencies, other providers, sub-contractors</p>	<p>LIMITS OF AUTHORITY</p>
<p>REQUIREMENTS / SELECTION CRITERIA</p>	
<p><u>Essential Requirements</u></p> <ol style="list-style-type: none"> 1. Experience in community services and/or working with the elderly 2. High level interpersonal and communication skills, including the ability to communicate effectively with staff, consumers and their representatives, and external stakeholders. 3. Demonstrated experience in working with consumers to identify personal goals and strategies to support attainment of those skills 4. Demonstrated experience in problem solving, following through on tasks and reviewing outcomes to enable ‘closing the loop’, to the consumer’s satisfaction. 5. Demonstrated experience in time management, the ability to re-prioritise as required and meet agreed time lines 6. Well-developed IT skills to maintain databases, prepare reports, manage budgets and communicate effectively 7. The ability to work as part of a team, the capacity to be self-directed and the willingness to learn. 8. The ability to work to the Vision and Values of Corumbene 9. Current Drivers Licence 10. Current National Police Certificate that satisfies the requirements of the Aged Care Act 11. Working with Vulnerable People Check 12. Covid-19 vaccinations 	<p><u>Desirable Requirements</u></p> <ol style="list-style-type: none"> 13. Experience in care coordination 14. Understanding of the National Aged Care Quality Standards

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KEY DUTIES & PERFORMANCES

1. Monitoring the My Aged Care portal and coordinating the on-boarding of, and care planning for consumers in a professional and timely manner
2. Maintaining a data base of consumers and comprehensive consumer records
3. Preparing reports, with preliminary analysis and recommendations
4. Work with Community Services Case Managers and CSW Team Leader to promote consistency in and continuity of consumer centred care and services

KEY RESULT AREAS	PRINCIPLE ACTIVITIES	EXPECTED OUTCOMES	STANDARDS OF BEHAVIOUR
Consumer Centred Service	<ul style="list-style-type: none"> • Monitor referrals to programs and complete onboarding activities in a timely and respectful manner • Apply the principles of consumer-centred care in all interactions with consumers and their representatives • Ensure that consumer privacy, confidentiality and dignity are respected at all times. • Support consumers in their understanding of contractual and financial arrangements, to foster informed decision making and shared planning of care and services. • Apply the principles of reablement and wellness in planning care and services • Ensure that the consumer’s electronic record is comprehensive, accurate and current • Be open to consumer feedback, reflection on performance and open disclosure in complaints resolution. 	<ul style="list-style-type: none"> • Consumer care plans are completed in a timely manner, reported and communicated • Consumer satisfaction with communication and the care provided • Evidence of respectful interaction with consumers and others • Consumer goals, preferences, dignity and privacy are supported with respect at all times • Corumbene is represented in a professional manner • Professional development opportunities are identified to enhance knowledge and skills in service coordination 	<ul style="list-style-type: none"> • Interacts with clients and others in a friendly, open and enthusiastic manner • Treats clients and others courteously and with respect, honouring all undertakings with them • Increases knowledge and skills through enquiry, learning and development opportunities

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2. Teamwork	<ul style="list-style-type: none"> • Work with team members across all programs to ensure consumers receive consistent and accurate information in order to make informed decisions about their care and services • Contribute to team meetings and be open to change and innovation. • Work with other partners-in-care to achieve best outcomes for the consumer • Assist with the training/development of others in relation to consumer services • Contribute to continuous improvement and quality assurance activities 	<ul style="list-style-type: none"> • Adhere to all organisational policies and procedures • Contribute to maintaining a safe and healthy work environment, devoid of discrimination, harassment and bullying. • Active participation in the Performance Appraisal process • Evidence of continuing education and completion of mandatory training requirements 	<ul style="list-style-type: none"> • Works constructively with others • Plans workload with team members • Takes responsibility for keeping informed of workplace communications • Approaches problems as opportunities for improvement
3. Professional Practice	<ul style="list-style-type: none"> • Grow professional knowledge and skills • Monitor and report to the manager on agreed service targets • Undertake reflection-on-practice and participate in performance reviews 	<ul style="list-style-type: none"> • Increases knowledge and skills through enquiry, learning and development opportunities 	<ul style="list-style-type: none"> • Maintains currency of practice
4. Work place health & Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy environment for all • Follow all infection prevention and control practices as instructed • Identify and report hazards, incidents in line with policy and procedure • Maintain currency in emergency procedures, including fire safety • Ensure personal work practices comply with the Workplace Health and Safety policies and procedures and WorkHealth and Safety Act 2012. 	<ul style="list-style-type: none"> • Responds and reports on situations of risk or potential risk • Complies with Corumbene’s safety policies and procedures • Complies with Infection Control standards, policies and procedures • Follows manual handling principles 	<ul style="list-style-type: none"> • Reports malfunctioning equipment and removes from service • Follows hand hygiene and other infection control measures

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5. Financial management	<ul style="list-style-type: none"> • Monitor service provision in accordance with funding body guidelines and escalate concerns to the Manager • Review and approve consumer invoices • Review and approve supplier invoices in line with delegated schedule • Be involved in Debtor Management, in liaison with the Finance Department 	<ul style="list-style-type: none"> • Overservicing (as per funding guidelines) will be identified promptly and steps taken to address with consumer 	<ul style="list-style-type: none"> • Reports variations on program guidelines and works with consumer to resolve

Approval and Acceptance:

Employee Name: _____ Signature: _____ Date: _____

Human Resources: _____ Signature: _____ Date: _____

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