

Community Care Coordinator

\$93k pa + super + salary packaging

12 month contract (maternity leave cover)

- Flexible working arrangements
- Level 5 position – SCHADS Award (Above award rates) (\$93k pa base salary)
- Salary Packaging
- Education assistance
- Values driven work environment
- Satisfaction of knowing your work makes a difference in the community
- 35-hour week, full time position
- Mobile phone and Laptop
- Additional 3 days Annual Leave per year in December
- Monthly Social Events to engage with colleagues and recognise your hard work
- Health and wellness initiatives including weekly yoga classes
- Commencement August 2022 (flexible)

About Us:

Holdsworth is a not-for-profit organisation committed to supporting people to have independent, active and fulfilling lives in their homes and communities. Our values are **Trust, Kindness, Openness and Independence.**

Throughout Eastern Sydney, we support:

- older people and those living with dementia.
- children and adults living with intellectual disabilities;
- their families and care givers; and
- families with young children.

About the Opportunity

Holdsworth is delivering more personalised supports to our community members, with a team who are focused on quality care and support and are passionate about what they do.

Our Community Care Team is structured to give you support and enable growth in an exciting role. We have five teams based around the Eastern Suburbs of Sydney, each focusing on a different pocket of the area, enabling you to fully understand the demographics within that region and build a strong rapport with the community and its stakeholders. Utilising your strong networking, management and influencing skills will enable you to lead a team and focus on growth and Case Management of our Home Care Packages. Our **Community Care Coordinator** role also offers a fulfilling work opportunity to have greater autonomy, working closely with your team and providing more personalised support.

We are looking for a passionate and motivated **Community Care Coordinator** to oversee our growing service. You'll work directly with recipients of Home Care Packages, CHSP and their families to support the achievement of their goals, leading a team of dedicated staff to assist with this.

Key Responsibilities:

- Partnering with older people to design and deliver Home Care Package services to meet their unique needs and preferences;
- Promote consumer centred opportunities for people which support their individual aspirations;
- Receive referrals, carry out intake and assessment to understand participant's individual circumstances and appropriate funding options for each person;
- Seek opportunities for collaboration in the community with other service providers;
- Promote and comply with the Aged Care Quality Standards;
- Providing effective leadership, enabling a high functioning multidisciplinary team.

About You:

- Strong desire to work in partnership with people to generate meaningful outcomes with a strong commitment to a consumer-centred approach;
- Sound experience with Home Care Package Case Management;
- Strong understanding of goal based support planning and the ability to implement strategies to assist participants to achieve their goals;
- Demonstrated time management and organisational skills including prioritisation of competing tasks;
- Excellent communication skills and demonstrated ability to work effectively with community members, staff and other agencies;
- Demonstrated experience leading and coaching a team;
- The ability to develop a client Care Plan, ensuring goals are a key focus;
- Experience and an understanding in budget management;
- Ability to think on your feet and display high level problem solving skills;
- Computer literacy, word processing and database competencies;
- Experience using a client database or online CRM tool;
- A current, Class C Driver's Licence and own comprehensively insured vehicle;
- Tertiary qualifications in social work, human services, nursing, social science, case management or similar will be advantageous.

Application:

If you want a rewarding role, then apply now to join us and make a real difference to people from all walks of life. Holdsworth celebrates diversity and welcomes applications from everybody.

Please download the Job Description from our website: <https://holdsworth.org.au/work-with-us/> and please call Simon Wise on 02 9302 3600 to discuss the role.

Should you wish to apply via email, your application can be sent to simon.wise@holdsworth.org.au

Please note: The closing date for applications will be **COB 29th July 2022** (unless successful candidate appointed prior). Interviews to commence upon application.

POSITION DETAILS

Position Title:	Community Care Coordinator
Position Aim:	Support the older generation to live meaningful and healthy lives integrated with their local community.
Reporting to:	Head of Community Care
Reports:	Community Care Officer Community Care Team Leader Community Care Support Worker
Award Placement	SCHCADS Award Level 5 (Above award annual salary + 10.5% superannuation and salary packaging.)
Position Based:	Office and Community
Position Status:	Full Time
Hours:	35 hours per week – Monday to Friday

All positions at Holdsworth are classified under of the Social, Community, Home Care and Disability Services Industry Award 2010.

Special Requirements:

- ☐ All employees of Holdsworth Community must undergo a National Criminal check, COVID-19 vaccination evidence and have a current Working with Children background check.

A. Specific Role Responsibilities to:

➤ Consumers

- Promote person centred opportunities for people which support their individual aspirations;
- Advocacy - supporting consumers to access services available to them from the Government and connecting them to other services in the community;
- Promote consumers' rights and communicate their responsibilities;
- Receive referrals, carry out intake and assessment to understand consumers' individual circumstances and appropriate funding options for each person.
- Implement person-centred service plans for each individual;
- Develop strategies in response to complex issues;
- Where appropriate, make referrals to local services, professionals and mainstream activities;
- Provide direct support when establishing complex services to model best practice staff & develop strategies in response to complex issues;
- Monitor changes in consumers' circumstances and share with the support team;
- Ensure appropriate records are kept of consumer information on Holdsworth's database;
- Seek feedback from consumers' and their families and ensure feedback is recorded and communicated to others to create improvement;
- Meet and liaise with consumers' and families with regards any issues, concerns and enquiries related to program delivery;
- Promote the safety and wellbeing of consumers' at all times.

➤ Programs and Services

- Case Management of Home Care Packages, this includes
 - Case management
 - Intake (passed on from Quality & Intake Coordinator)
 - Assessments
 - Service Agreements
 - Service coordination of new services
 - Reviews (every 3 months)
 - Reassessments (annually)
 - Budget Management
 - Care Planning, supporting clients to set and achieve goals in conjunction with ACAT assessments
 - Overseeing client service coordination with support of the Scheduling Officer
 - Liaise with multidisciplinary teams within the hospital system including discharge planning for HCP clients
 - Responsible for organising ACAT reviews through the MAC portal for higher level packages – attend ACAT reviews where possible to support the client

- Risk and incident management – escalate to Head of Community Care where required
- Manage financials of HCP consumers including budgets and processing invoices
- Approving staff timesheets, travel reimbursement, etc
- Record service delivery in order to report team output and financial progress;
- Responsible for team targets of CHSP and HCP services;
- On-Call responsibility on a rotating roster basis;
- Use appropriate PPE at all times and devices as supplied by Holdsworth.

➤ Staff & Volunteers

- Model best practice for direct support staff;
- Assist with interviews and inductions;
- Constructively work with the team to resolve issues affecting staff relationships and performance;
- Share speciality knowledge and expertise across the organisation;
- Refer issues relating to disputes, grievances or poor performance to Head of Community Care or People & Culture;
- Conduct Personal Engagement Plans for Community Care Officer & Team Leader;
- Liaise with Scheduling Officer around rostering needs and cancellations for HCP;
- Promote the safety and wellbeing of staff and volunteers at all times.

➤ Community Partners

- Develop networks with local community resources, services and providers;
- Represent Holdsworth in the community in a positive manner; and
- Assist with communication and information dissemination for Holdsworth Community.

➤ Governance/Administration

- Respond to and report all incidents, complaints and compliments;
- Implement continuous improvement methodology in all aspects of operations;
- Other duties related to position as directed by Management; and
- Comply with Holdsworth policies, procedures and Code of Conduct at all times.

B. Key Performance Indicators:

- Positive interaction with participants and partner organisations in the community evidenced by positive feedback from stakeholders;
- Successful design and delivery of quality supports which align with the aspirations of participants;
- Successful management of staff as evidenced by positive feedback;
- Positive contribution to the motivation and morale of the Holdsworth team;

- Evidence of accurate and relevant recording and reporting of data; and
- Positive outputs in relation to HCP & CHSP targets

C. Signed Agreement:

Signed by Employee:

Date:

Signed by Manager:

Date: