

POSITION DESCRIPTION	
POSITION	Client Care Coordinator (Aged Care)
REPORTS TO	Reginal Services Manager
POSITION SUMMARY	This position is responsible for ensuring that the Aged Care program and related integrated services provided within the designated region are delivered and coordinated efficiently, to a high standard and line with relevant policy, legislation, and industry standards. Specifically, this client focused role will provide ongoing case management support ensuring consumers within the region on the Aged Care program are provided with a culturally appropriate care, a high standard of customer service, are appropriately onboarded, have care plans in place and client goals are met.
LAST REVIEW	March 2021

KEY RESPONSIBILITIES

- Work collaboratively with the Regional Services Manager and regional team to deliver the regional plan objectives
- Work collaboratively with the Regional Services Manager, the Coordination team and Multidisciplinary team in the designated region to provide culturally safe, comprehensive primary health care to the Awabakal clients
- Ensure the Aged Care program and integrated services provided within the designated region are delivered and coordinated efficiently and service delivery is in line with Awabakal policies, the Aged Care Act, and the Aged Care Quality Standards
- In partnership with the Program Coordinator (Aged Care):
 - Ensure all clients within the Region on Aged Care Packages have been appropriately onboarded utilising paperwork and processes that meet the Aged Care Standards ensuring a smooth transition onto the Program
 - Attend & conduct the initial assessment with clients and/or their carers/advocates
 - Develop the individual care plan in conjunction with the client and/or their carer/advocates
- Conduct ongoing regular reviews and monitoring of the care plans in line with standards and depending on clients needs
- Closely monitor the client packages and work closely with client to maximise services provided to them which are in line with their goals and availability of funding
- Oversee the process of purchasing quotes for clients.
- Where required, engage other internal and external health professionals (nursing/AHP's) to support the client achieve their goals
- Provide ongoing case management support to Awabakal Clients and their carers/advocates
- Assist with entering new referrals and/or assessments through relevant systems
- Work with the coordination team to develop networks, resources and tools that aim to strengthen a participant's capacity to engage independently
- Assist with the smooth transition and exit of clients from program
- Work closely with the regional coordination team to develop a calendar of event (in line with the health calendar) coordinate group social/wellness programs for clients in line with community needs
- Actively promote and market Awabakal Services
- Ensure relevant systems are utilised accordingly
- Complete relevant data entry as required
- Complete reporting as required

GENERAL

- Ensure conduct is in line with Awabakal Code of Conduct and Core Values
- Ensure you understand and adhere to Awabakal policies and procedures
- Demonstrate and uphold exceptional safety standards at all times and in accordance with any workplace health and safety requirements, to ensure your own safety and the safety of others

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- Display a positive attitude and develop and maintain effective working relationships with internal and external stakeholders
- Maintain absolute confidentiality regarding client and patient information and ensure client information and records are entered into the appropriate systems.
- Undertake any other tasks, duties, or specific projects within your area of skills and expertise, as required

QUALIFICATIONS / CERTIFICATES / LICENCES

- Cert 4 in Aged Care, Aboriginal Health Care, or relevant experience
- Qualifications in Mental Health (desirable)
- First Aid Certificate
- CPR Certificate
- National Police Check
- Working with Children Check
- Drivers Licence

EXPERIENCE

- Previous experience in a similar role, working in the disability, aged care or health sector
- Experience working in a primary health care setting (highly desirable)
- Experience in using iCare (desirable)

COMPETENCIES

- A sound understanding of relevant Aged Care legislation, procedural guidelines and the full range of services that may be required
- Demonstrate respect and understanding of the health and social issues impacting upon Indigenous people in the area
- Demonstrated skill in establishing empowering and supportive partnerships with clients and their families with complex needs
- Demonstrated ability to communicate effectively and sensitively with Aboriginal persons
- Excellent organisational and time management skills
- Excellent communication and interpersonal skills
- Proficient in the use of MS Office Suite
- Ability to demonstrate confidentiality
- **Aboriginality is an essential requirement for this position under Section 14D of the Anti-Discrimination Act**

SIGN OFF

I understand the Position Description as set out above and agree to fulfill the tasks and responsibilities to the best of my ability for Awabakal.

Print Name			
Signature		Date	