

POSITION DESCRIPTION	
POSITION	Aged Care Coordinator
REPORTS TO	Reginal Services Manager
POSITION SUMMARY	This position is responsible for planning, coordinating, and providing day to day culturally appropriate case management to clients in receipt of Aged Care Packages as well as ensuring the client care administration and activities of the Aged Care Packages are coordinated effectively and efficiently to meet the identified needs of clients and their carers.
LAST REVIEW	September 2021

KEY RESPONSIBILITIES

Client Care Case Management

- Initial and ongoing assessment of client's needs and goals.
- Development, implementation and monitoring and review of Service User Agreement & Care Plans in consultation with client and their families.
- Provide case management support to clients that have a people centred focus.
- Manage financial aspects of client's budgets ensuring services are maximised to meet the clients' goals.
- Coordinate services and activities of the Aged Care Packages and provide direct care when necessary.
- Liaise regularly with the Aged Care Clinical Lead for timely clinical advice and referral to other services, e.g., allied health or medical etc.
- Make referrals, attend case conferences, provide information and support to clients and their carers.
- Liaise with external service providers to ensure services adequately meet the needs of the clients.
- Obtain feedback from clients on services provided and feed information back to the Aged Care Clinical Lead.
- Provide support & coaching to Support Workers and oversee the care services delivered by Support Workers.
- Provide feedback to and report any disciplinary or risk associated matters to the Integrated Services Coordinator as required.

Client Care Administration

- Maintain accurate client records ensuring compliance with documentation requirements according to Aged Care Standards and Awabakal policies.
- Provide information, advice and referrals to all people seeking information about aged care services and other support services available.
- Ensure that planned services are aligned to clients Care Plan's and related budgets.
- Liaise regularly with the Aged Care Clinical Lead and escalate and clinical care issues.
- Liaise regularly with the Regional Services Manager and escalate any matters relating to the operation of the Aged Care Program.
- Liaise with the Shared Services team to ensure expenditure and account balances are managed appropriately and not in deficit, ensure accurate billing of care services, purchase orders, and provision of accurate information to generate monthly client statements.
- policy.
- Liaise and work together with Integrated Services Coordinator for all rostering or staffing matters.
- Assist to meet the reporting requirement as directed by the Department of Health and My Aged Care or as per Awabakal.
- Ensure that all client complaints are reported, investigated, and resolved promptly and appropriately.
- Attend other inter-agencies meetings and network with other relevant agencies e.g., Aged Care Assessment Teams, other community services, health professionals and other relevant organisations.

awabakal

- Promote Awabakal services as a centre of excellence for clinical care service, education, and support for clients living with complex health conditions and dementia.

GENERAL

- Ensure conduct is in line with Awabakal Code of Conduct, Core Values, 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.
- 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

- Certificate IV In Aboriginal and/or Torres Strait Islander Primary Health Care Practice or equivalent.
- Registration with the Australian Health Practitioner Regulation Agency (or working towards)
- Cert IV in Aged Care, Disability, or relevant experience (desirable)
- First Aid / CPR Certificate
- National Police Check
- Working with Children Check
- Drivers Licence

EXPERIENCE

- Previous experience in a similar role within a primary health care setting, ideally with experience working in the Aged Care, Disability or Health sectors
- Experience in using Client Management Systems (desirable)

COMPETENCIES

- A sound understanding of relevant Aged Care legislation, procedural guidelines and the full range of services that may be required
- Ability to 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	