

| POSITION DESCRIPTION | |
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| POSITION | Integrated Support Coordinator |
| REPORTS TO | Regional Services Manager |
| DIRECT REPORTS | Support Workers |
| POSITION SUMMARY | The purpose of this position is to ensure rostering for individual support services to clients are managed appropriately ensuring shifts are filled with the appropriate worker to meet the clients' needs and are in line with clients' service agreement. This role will also provide administrative support to the team for all employee related matters and provide effective leadership to the support workers within the region. |
| LAST REVIEW | September 2021 |

KEY RESPONSIBILITIES

Staff Supervision

- Responsible for the supervision of services delivered by Support Workers ensuring compliance with any documentation requirements.
- Responsible for all employee related matters including recruitment, induction, onboarding, coaching, performance management and appraisal of Support Workers.
- Ensure employee timesheets, leave applications and KM reimbursement are reconciled and are processed efficiently.
- Ensure Support Workers induction & onboarding process is managed efficiently to ensure a smooth onboarding experience for new workers.
- Ensure Support Workers relevant qualifications are complete and remain up to date liaising with the Payroll/HRIS Officer as needed.
- Escalate any complex disciplinary matters or client complaints, or risks to the Regional Services Manager when necessary.
- Liaise with Aged Care & NDIS Coordinators as well as sub-contractors' service providers to ensure services adequately meet the needs of consumers.

Roster Coordination Support

- Maintain accurate and current information about Support Worker capabilities (e.g. ability to undertake personal care, give medication, support both Aged Care and NDIS clients etc), compliance related training information (ie WWCC & Police Checks), and availability (i.e. region, days/times, leave arrangements)
- Maintain accurate and current information about clients' preferences (e.g., language/s, gender et cetera), ensuring feedback from coordinators is taken onboard.
- Ensure rostering for Support Workers is coordinated efficiently and TMS records are matched against roster prior to being validated.
- Prepare fortnightly rosters based on master roster, coordinate the unavailability and annual leave roster always ensuring sufficient coverage.
- Receive and manage requests for shift changes taking into account any operational requirements.
- Enter new referrals and/or assessments through relevant systems.
- Stay up to date with rostering system functions and ensure we are using the system effectively
- Ensure relevant systems are utilised accordingly.
- 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.
- Assist to meet the reporting requirement as directed by the Department of Health and My Aged Care or as per Awabakal.
- Assist with the coordination of training for team in line with rostering commitments.
- Undertake After Hours on Call duties as required.

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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 Aged Care, NDIS or relevant experience
- Certificate IV in Business Administration or relevant experience
- CPR Certificate
- National Police Check
- Working with Children Check
- Drivers Licence

EXPERIENCE

- Previous experience in a similar role, ideally with experience working in the Aged Care, Disability, or Health sector
- Experience using iCare, Care Master (desirable) or other client management system

COMPETENCIES

- A sound understanding of relevant legislation, procedural guidelines and the full range of services that may be required
- Demonstrated ability to communicate effectively and sensitively with Aboriginal persons
- Excellent time management, organisational skills, and attention to detail
- 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**

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.

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|-------------------|--|-------------|--|
| Print Name | | | |
| Signature | | Date | |