

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Home Care Package Coordinator</b>		
<b>Division</b>	Primary Healthcare	<b>Unit</b>	Community Services
<b>Campus</b>	Optional		
<b>Classification</b>	Depending on qualification		
<b>Award</b>	Depending on qualification		
<b>Reports To</b>	Community Services Manager		
<b>Professional Relationships</b>	Allied Health Professionals, Administration Staff, Medical Records Staff, Lifestyle Coordination Staff, Nursing Staff		
<b>Date</b>	December 2020	<b>Replacement/ New Position</b>	Replacement
<b>Position Approved By</b>	Directory of Primary Healthcare		

### Position Outline:

The Home Care Coordinator works closely with the Home Care Package Program Case Managers, providing leadership and operational management of the Home Care Packages (HCP) team whilst actively contributing to the ongoing development and expansion of the Program.

### Divisional Context:

The Community Services and Primary Health teams at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based and ambulatory care services to the South Gippsland Shire, including ;

- Intake & Assessment
- Planned Activity Groups
- Health Promotion
- Social Work
- Speech Therapy
- Specialist Nursing
- Drug Treatment Services
- Volunteer Coordination
- Disability Services
- Health Information
- Physiotherapy
- Occupational Therapy
- Dietetics
- Medical Imaging

### Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra and two community health centres at Mirboo North and Tarwin Lower, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

GSHS employs 240 EFT, with a total of 520 staff across all sections of the organisation. A significant capital development was completed in December 2013 with the \$35M rebuild of the acute, subacute and primary health facilities at Leongatha.

### Vision, Mission and Values:

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Evidence Based Practise</li> <li>• Consistency of Practice</li> <li>• Innovative Practice</li> <li>• High Standards</li> </ul>	<ul style="list-style-type: none"> <li>• Unwilling to Improve</li> <li>• Lack of Innovation</li> <li>• Non-Adherence</li> <li>• Inconsistency</li> <li>• Acceptance</li> </ul>
Individuality	<ul style="list-style-type: none"> <li>• Be Tolerant</li> <li>• Acknowledge Rights</li> <li>• Personalise</li> <li>• Support Individuals</li> <li>• Practice Self Care</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of Respect</li> <li>• Discriminating</li> <li>• Being Inconsiderate</li> <li>• Being Judgemental</li> <li>• Being Dismissive</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>• Value Teamwork</li> <li>• Involve Others</li> <li>• Actively Listen</li> <li>• Ask and Offer Solutions</li> <li>• Support Decisions and Change</li> </ul>	<ul style="list-style-type: none"> <li>• Poor Communication</li> <li>• Criticising Others</li> <li>• Being Negative</li> <li>• Not Open</li> <li>• Withholding Information</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>• Take Responsibility</li> <li>• Set Clear Expectations</li> <li>• Manage Performance</li> <li>• Results Focused</li> <li>• Ethically Bound</li> </ul>	<ul style="list-style-type: none"> <li>• Blaming Others</li> <li>• Unethical Behaviour</li> <li>• Underperforming</li> <li>• Unreliable</li> <li>• Shirking Responsibility</li> </ul>
Respect	<ul style="list-style-type: none"> <li>• Respect People</li> <li>• Respect Privacy</li> <li>• Respect Property</li> <li>• Respect Views</li> <li>• Be courteous</li> </ul>	<ul style="list-style-type: none"> <li>• Being Rude</li> <li>• Being Negative</li> <li>• Being Disrespectful</li> <li>• Being unhelpful</li> <li>• Disrespecting Property</li> </ul>
Empowerment	<ul style="list-style-type: none"> <li>• Take Initiative</li> <li>• Actively Participate</li> <li>• Ask Questions</li> <li>• Clarify Expectations</li> <li>• Empower Others</li> </ul>	<ul style="list-style-type: none"> <li>• Authoritarian</li> <li>• Discrimination</li> <li>• Blaming Others</li> <li>• Not Sharing</li> <li>• Stifling Development</li> </ul>

## Key Responsibilities

CQI	Responsibility / Accountability
Key Responsibility Areas	<ul style="list-style-type: none"> <li>• To work within GSHS policies and procedures.</li> <li>• To work in compliance with the GSHS employee charter</li> <li>• To promote GSHS as a home care package provider of choice across South Gippsland</li> <li>• To ensure GSHS is operating their home care packages in compliance with the Aged Care Act 1997 and Home Care Package Guidelines 2014</li> <li>• To review all referrals for Home Care Packages through My Aged Care or other referral pathways</li> <li>• To undertake client assessments, complete applications for care, develop care plans and individualised budgets under the consumer directed care model</li> <li>• To provide case management for home care package clients</li> <li>• To ensure the client is referred to all appropriate services and that these services are taking place.</li> <li>• To ensure all appropriate reporting is completed for the Commonwealth to ensure appropriate funding is received for clients.</li> <li>• To document all aspects of client care in the e-Tools platform</li> <li>• Ensure appropriate reporting to Finance to allow for client invoicing and budget reporting</li> <li>• Ensure clients are receiving their monthly financial statements</li> <li>• Ensure the GSHS portal in My Aged Care is kept current</li> </ul>

## Qualifications, Technical Skills & Experience:

### Essential

- A relevant health degree or equivalent relevant experience
- Current police check
- Current Victorian driver's licence
- Current Disability Worker Exclusion Check
- Experience working with aged and vulnerable clients
- Experience in developing, implementing and evaluating client focused care plans
- IT literacy and the ability to adapt to using new IT programs
- Excellent communication skills
- Demonstrated ability to establish and maintain relationships with key stakeholders both internal and external
- Demonstrated ability to develop policies and procedures
- Demonstrated knowledge and experience of compliance and clinical governance and reporting requirements with the following standards; NSQHS and other relevant accreditation bodies

### Desirable

- Previous experience working in the home care package environment
- An in-depth understanding of effective client and consumer participation strategies and how these can support comprehensive evidence based health outcomes
- Demonstrated drive, commitment and resilience within a framework that highly values personal and staff wellbeing
- Demonstrated ability to work within a sound ethical framework and aligning of organisation values with work practices
- A proven record of sound financial management and human resource management
- A sound understanding of public health and community services sector governance
- Ability to resource current evidence and leading practice literature and policy and apply these to organisation systems

<b>OH&amp;S</b>
Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.
<b>Policies &amp; Procedures</b>
It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.
<b>Person Centred Care</b>
Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.
<b>Values &amp; Conduct</b>
Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.
GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.
<b>Risk Management</b>
GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.
<b>Performance Management</b>
It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.
<b>Quality Improvement</b>
Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.
<b>Clinical Supervision</b>
GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.
Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

**Additional Requirements:**

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager.

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

**Sign-off to verify agreement with this Position Description:**

<b>Incumbent</b>		<b>Date</b>	
<b>Manager</b>		<b>Date</b>	