



| <b>Position description</b><br><b>Home Care Packages (HCP) Coordinator</b>   |                 |                        |  |
|--|-----------------|------------------------|--|
| <b>Position details:</b>   |                 |                        |  |
| <b>Position title:</b>   | HCP Coordinator | <b>Reports to:</b>     | Senior Coordinator<br>Community Programs |
| <b>Department/Division:</b>  | Community Care  | <b>Direct reports:</b> | Nil                                      |
| <b>Position outline:</b>   |                 |                        |  |
| <p>Community Home Care Package Coordinators are responsible for supporting Goodwin clients in receipt of a Home Care Package. They are responsible for coordinating the delivery of care and services to clients.</p>  |                 |                        |  |
| <b>Key responsibilities:</b>   |                 |                        |  |
| <ul style="list-style-type: none"> <li>• Case management of the care recipient (client) and their wellbeing by advocating, liaising and negotiating with them, their family, guardian, medical professionals and support services.</li> <li>• Assessment, review and evaluation of clients ongoing needs, goals and preferences in partnership with the client and others the client wishes to involve.</li> <li>• Develop, implement, and evaluate client care plans that reflect current and changing needs, goals and preferences of the client, encourages client choice and focuses on optimising health and well-being.</li> <li>• Assist the client to set realistic and achievable goals that encourage the client's independence and wellbeing.</li> <li>• Develop and monitor client budgets to maximise client access to services.</li> <li>• Assist clients to navigate the aged care system effectively.</li> <li>• As required, identify medical, emergency or allied health interventions in gerontology, palliative care, and transition from hospital to home, dementia support or mental health for clients.</li> <li>• Identification and effective use of equipment and aids for clients.</li> <li>• Maintenance of accurate records that adhere to organisational and legislative guidelines.</li> <li>• Assessment, negotiation and ongoing management of client's individualised budgets.</li> <li>• Liaise with industry providers in relation to services and accessing referrals.</li> <li>• Liaising with the Community team to ensure high quality services are delivered.</li> <li>• Support and direct the service delivery team, providing support and training.</li> <li>• Undertake continued skills and professional development activities.</li> <li>• Monitor Community Carers to ensure effective service delivery.</li> <li>• Undertake on-call on a rostered basis from Monday afternoon to the following Monday morning, or as agreed to by Management.</li> </ul> |                 |                        |  |
| <b>General:</b>  |                 |                        |  |
| <ul style="list-style-type: none"> <li>• Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.</li> <li>• Maintain the customer service culture, and present professionally to all people at all times.</li> <li>• Maintain and promote Goodwin's reputation as a quality organisation.</li> <li>• Communicates and interacts with all consumers in a dignified and respectful manner.</li> <li>• Commitment to quality systems and continuous improvement.</li> </ul>  |                 |                        |  |
| <b>Selection criteria:</b>   |                 |                        |  |
| <b>Essential requirements:</b>   |                 |                        |  |
| <ul style="list-style-type: none"> <li>• A Certificate IV or higher in service coordination and/or extensive previous experience in service coordination.</li> <li>• First Aid Certificate.</li> </ul>   |                 |                        |  |



## Position description

### Home Care Packages (HCP) Coordinator

- Current drivers' licence and a vehicle is an essential requirement of this role. The vehicle must have comprehensive insurance and be able to be used for work purposes.

#### Essential skills:

- Comprehensive knowledge of issues associated with ageing including dementia related disorders and behaviour management (support).
- Ability to undertake case management to a high standard that will identify the care and support needs of frail older people living in their own homes.
- Excellent negotiation, representation and communication skills.
- Strong organisational capabilities and good problem-solving skills.
- Self-motivated with a capacity to contribute significantly within a team environment.
- Competent in Microsoft office suite.

#### Desirable skills:

- Qualifications in Aged Care, Community Services or similar highly desirable.
- Background in aged care, community services or a similar field.

#### Personal attributes:

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.
- Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

#### Work health and safety:

- Take reasonable care for your own health and safety and the health and safety of others.
- Comply with any reasonable instruction by Goodwin.
- Observe and comply with the work health & safety policies and procedures of Goodwin.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.
- Undertake WHS training where required, in order to perform duties.
- Participate and contribute to work health & safety practices to ensure a safe work environment.
- Ensure that workers observe and comply with the work health & safety policies and procedures of Goodwin.

#### Position approval:

This position is approved under the Goodwin Enterprise Agreement at GACS Supervisor Level 4.

#### Authorisation:

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.

|                    |                                |              |            |
|--------------------|--------------------------------|--------------|------------|
| <b>Signature:</b>  | <i>Michael Holdom</i>          | <b>Date:</b> | 01/08/2022 |
| <b>Position:</b>   | Acting Chief Operating Officer |              |            |
| <b>PD Version:</b> | 3                              |              |            |

