

**ROLE PROFILE**
**Profile Number/Version 1** \_\_\_\_\_

**UnitingCare Wesley Bowden**
**A: ROLE DETAILS**

<b>Role Title:</b>	Supports Coordinator, Aged Care	<b>Reporting to:</b>	Customer Experience Coordinator
<b>Division/Program:</b>	Aged Care	<b>Location:</b>	Bowden Office primarily but may work from other locations as required
<b>Award/Level:</b>	SCHCDS Level 4-5 (dependent on qualifications and experience)	<b>Date/approval:</b>	20/01/2022

**B: ROLE PURPOSE**

The Supports Coordinator, Aged Care provides care coordination and support to people who are aged and may be living with a disability or mental health issues. Their primary purpose is to support these customers to remain living in the community with dignity by providing person-centred care that focuses on their strengths, interests and abilities.

This role is expected to:

- Support Home Care Package (HCP) customers to remain living in their own home by coordinating the supports required to do so in line with their service plan and budget.
- Act and behave with integrity and in accordance with the organisation's code of conduct and values.

Primary responsibilities:

- Provide person-centred care coordination/case management to Home Care Package (HCP) customers.
- Undertake initial assessments and reviews with customers to co-design their service plans in line with budgets.
- Build and manage effective stakeholder relationships.
- Participate in continuing professional development to maintain, develop and enhance knowledge of best practice.

As with all staff the Supports Coordinator, Aged Care will be required to work in a manner that is consistent with UCWB's:

- Aspiration, Purpose and Values
- Our Frameworks
- Work, health and safety requirements
- Child safe environments
- Inclusive practices as it relates to persons with disability and those who come from culturally diverse backgrounds.
- Policies and procedures

A current SA driver's licence is a requirement of the position.

<b>C: ROLE ACCOUNTABILITIES</b>	<b>D: KEY PERFORMANCE INDICATORS</b>
<p><b>1. Provide person-centred care coordination/case management to Home Care Package (HCP) customers.</b></p>	<ol style="list-style-type: none"> <li>1. Services provided to customers meet all contractual obligations, legislative requirements, program guidelines and customer service standards.</li> <li>2. Case notes and customer documentation is recorded accurately, in a timely manner and in accordance with organisational policies.</li> <li>3. Services are monitored and reviewed in accordance with customer needs and organisational procedures.</li> <li>4. Person-centred principles are evident in customer interactions and records.</li> <li>5. Customer feedback confirms customer and program needs are met.</li> <li>6. Customer concerns are addressed in a timely manner and identified risks and complex issues are managed and escalated appropriately.</li> <li>7. Program and customer data is reviewed, and documentation is maintained in line with UCWB internal standards and contractual obligations.</li> <li>8. Customer numbers and retention targets are met.</li> </ol>
<p><b>2. Undertake initial assessments and reviews with customers to co-design their service plans in line with budgets.</b></p>	<ol style="list-style-type: none"> <li>1. There is evidence of detailed and current assessments of client's need for services with agreed service plans in place that show consideration of the client's strengths, risks and specialist needs.</li> <li>2. Adherence to and optimisation of customer budgets is demonstrated.</li> <li>3. Reviews are undertaken in accordance with customer needs and organisational procedures.</li> <li>4. Customer and service records indicate an understanding of customer needs and demonstrate progress towards achieving outcomes.</li> <li>5. Onboarding of new customers is undertaken in line with targets and service agreements.</li> </ol>
<p><b>3. Build and manage effective stakeholder relationships.</b></p>	<ol style="list-style-type: none"> <li>1. There is evidence that networking is undertaken with other agencies, services and providers, both internal and external, to increase professional knowledge and appropriate referral links.</li> <li>2. Collaboration with internal and external stakeholders ensures services are delivered within required timeframes.</li> <li>3. Stakeholder engagement is indicated by positive satisfaction levels.</li> <li>4. Liaises effectively with other service providers to ensure appropriate services are in place to meet the support plan.</li> <li>5. Referral pathways for the onboarding of new customers are established and maintained.</li> </ol>
<p><b>4. Participate in continuing professional development to maintain, develop and enhance knowledge of best practice.</b></p>	<ol style="list-style-type: none"> <li>1. There is evidence of completion of continuing professional development relevant to field of practice.</li> <li>2. Active participation in supervision with Team Leader.</li> <li>3. Active participation in team meetings.</li> </ol>

## E: SKILLS AND EXPERIENCE

### Minimum Entry Qualifications

- Certificate IV in Community Services or equivalent, plus substantial proven experience working with older people and/or people with complex needs.

### Minimum Experience & Essential Knowledge

- Proven experience in complex case management or support coordination, including strong case load management skills.
- Thorough understanding and demonstration of person-centered approaches and principles of inclusion.
- High level ability to undertake thorough and sensitive assessment of people with complex needs.
- Demonstrated ability to work with customers with complex needs to develop and progress towards goals.
- Demonstrated ability to acquire and apply knowledge of statutory requirements.
- Detailed working knowledge of community networks and services.
- Demonstrated written ability including report writing and case noting.
- Computer literacy (Office suite and capacity to use cloud based software).

### Preferable (non-essential)

- Degree in allied health or social services profession.
- Proven experience working in fee for service or billable hours environments and ability to prepare and work within customer budgets.
- An understanding of statutory requirements relevant to Aged Care.
- An area of specialty including but not limited to dementia care.

### Customer Focus

- Determines the needs of customers by listening and questioning, offering achievable options
- Follows through on customer enquiries promptly
- Prioritises tasks that impact on the customer
- Resolves customer questions and complaints within agreed timeframes

### Demonstrates Initiative

- Initiates action and takes responsibility without waiting to be asked
- Anticipates opportunities and obstacles to achieve own goals, negotiates and implements solutions
- Volunteers to help and shares knowledge and ideas
- Enquires about processes and/or tasks and suggests ideas for improvement
- Looks for win-win solutions to problems

### Communication

- Uses the most appropriate form of communication, according to purpose and the audience
- Actively listens and consults with others to build a collaborative and inclusive team
- Communicates concisely whilst adopting an appropriate level of detail
- Provides full, relevant and timely responses to questions'

## Leading Self

- Manages emotions and reactions, remaining calm during stressful or pressured situations and behaving in a way that is sensitive to others
- Reprioritises workload to incorporate additional demands and new information without difficulty
- Approaches unexpected obstacles and deals with setbacks in a positive way
- Diplomatically handles challenging or tense interpersonal situations

## F: ACCEPTANCE

I understand this Role Profile is a description of the duties and responsibilities assigned to the position that I occupy:

Employee's Signature:

Date: