

Position Description

Care Coordinator

Award & grade:	Dependent upon qualifications
Salary range	Dependent upon qualifications and experience
EFT	1.0
Reporting to	Program Manager, IMPAC
Accountable to	CEO
Tenure	Until 28 th January 2021
Direct reports	Nil
Location	Lennox St and other NRCH sites as requested
Date issued	January 2020

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant. It works with community members to support social justice principles which afford all people the right to dignity, respect, and the highest quality of care. With the recent addition of Victoria's first Medically Supervised Injecting Room, NRCH is dedicated to combating stigma and discrimination experienced by people who use drugs, and improving their quality of life.

NRCH provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

This position sits within the Health Independence Program (HIP) suite of services that are delivered across St Vincent's Health Melbourne (SVHM) and North Richmond Community Health (NRCH).

Post Acute Care (PAC) is funded by Department of Health and Human Services and assists clients to recuperate at home following discharge from a public hospital. The program aims to

- Facilitate a client's return to independence
- Provide a gap service until other services can start
- Support those clients considered vulnerable due to
 - age and frailty
 - disability
 - social disadvantage (such as homelessness, newly arrived migrants)
 - being at risk of readmission to hospital

The Care Coordinator is the primary contact for clients, assisting them navigate the service system. PAC has a flexible service delivery model enabling the program to provide a responsive service which includes:

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- care coordination
- flexible funding to purchase a wide range of health and community services
- provision of clinical care by program staff when necessary

Key activities of the care coordinator include:

- Intake, screening and assessment;
- Liaising with clients, their carers/families, hospital clinicians and other community service providers;
- Developing care plans with clients, engaging / contracting a range of clinical and in home support services;
- Provision of clinical care for clients;
- Reviewing and monitoring of care plans;
- Making referrals to other agencies;
- Convening and/or participating in case conferences, discharge planning and family meetings;
- Liaising with community agencies to ensure a smooth transition to long term care;
- Advocating on behalf of the client as necessary.

Position Objective

To assess needs, identify risks, coordinate care and facilitate appropriate supports for clients who are referred to the program.

Key Responsibilities

- Develop care plans with clients, then arrange, coordinate and monitor services;
- Provide home and/or centre based clinical services to clients referred to the program, as required;
- Maintain electronic client record and documentation for clients under care (using TCM) for the purpose of meeting reporting requirements, quality improvement and program planning activities;
- Build relationships with key stakeholders including other Health Independence Program services, hospital staff and community agencies;
- Participate in organisational, team and HIP quality improvement activities;
- Make a positive contribution to the functioning of the role and the team through active participation in training, team meetings and other initiatives;
- Identify professional development objectives and learning needs, and participate in performance review;
- Promptly report adverse clinical and service related situations that may place the client, the program or North Richmond Community Health Limited at risk;

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Key Responsibilities (continued...)

- Comply with privacy and confidentiality policies at all times;
- Comply with Department of Health HIP Guidelines.

Foundation Competencies

- Working with diverse communities to provide quality services
- Contribute to a collegiate and collaborative work environment
- Contribute to innovation and growth in the team and organisation

Key Selection Criteria

Essential skills & experience

- Demonstrated related clinical experience and an understanding of both the acute hospital setting and community service systems;

Essential attributes

- Excellent organisational and time management skills including the ability to manage own workloads, identify priorities and meet deadlines;
- Demonstrated ability to identify issues and solve problems;
- Experience working with people with complex issues in a health setting (including homelessness, drug and alcohol, mental health, dementia, chronic disease);
- Demonstrated ability to work with people from culturally, linguistically and socially diverse backgrounds;
- Demonstrated ability to maintain professional relationships with clients, colleagues, and other services;
- High level of computer proficiency including MS Office suite;
- Current Victorian driver's licence.

Desirable Criteria

- Ability to speak a relevant community language would be highly regarded
- Experience using TCM

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Qualifications \ Registration requirements

- The successful applicant will hold tertiary qualifications (RN or Allied Health Clinician) and have a minimum of 5 years' experience;
- Valid Police Check or willingness to undertake
- Working with Children check
- Current Victorian Drivers Licence

Key Capabilities

Client experience	Community relations	<ul style="list-style-type: none"> • Is sensitive to clients' heritage, traditions and identity. • Actively listens to clients and passes on relevant information accurately and appropriately • Responds in a prompt and sensitive manner to clients' requests so that the client feels supported and accepted. • Maintains basic awareness of current community issues.
New and Different Approaches	Accountability	<ul style="list-style-type: none"> • Seeks feedback to ensure work is consistent with expectations. • Is committed to own professional and personal development.
	Ethics	<ul style="list-style-type: none"> • Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
	Program Development	<ul style="list-style-type: none"> • Actively participates in team activities. • Performs own roles and responsibilities efficiently to contribute to program objectives
	Learning and Development	<ul style="list-style-type: none"> • Identifies own skills and skill needs in consultation with supervisor
	Innovation	<ul style="list-style-type: none"> • Uses technology and software applications effectively in accordance with task requirements • Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.
Working in Partnership	Change Management	<ul style="list-style-type: none"> • Maintains a positive approach to change and adapts to new or different ways of working
	Partnerships and Collaboration	<ul style="list-style-type: none"> • Builds collaborative relationships with the relevant people at NRCH.

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Internal Training Requirements

Topic	Timeframe for completion
Induction Training	3 months
Cultural Competency	3 months
Hand Hygiene	3 months
Child Safety	3 months

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

- Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
- Employees are expected to conduct themselves in a manner consistent with organisation's Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
- NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child's safety. If you believe a child is at immediate risk of abuse contact 000.
- Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
- Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to NRCH infection control policies and procedures.
- Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
- Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
- Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
- NRCHL provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

Laura O'Shea | Acting Program Manager, Inner Melbourne Post Acute Care | 9418 9961 | laurao@nrch.com.au