

Services Coordinator – Level 1

Position Title:	Services Coordinator
Reporting to:	Services Manager
Location:	Flaxton
Status:	Permanent

The Organisation

Blackall Range Care Group Ltd is a not-for-profit organisation that provides high quality aged care and disability services in the Sunshine Coast region. Services include:

- Personal care and domestic assistance
- Community Access
- Nursing and Allied Health care
- Day Centre
- Flexible Respite Options
- Home Maintenance and Home Modifications
- Transport
- Aids and Equipment

Functions of the Role

The Services Coordinator (Level 1) provides valuable support to clients under the Commonwealth Home Support Program (CHSP) through reviews, assessments, identifying needs and documentation. This position forms part of the Care Services Team and is to collaborate and provide support to other team members where needed ensuring high quality service delivery.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Maintains a high level of professionalism at all times.

Duties and Tasks

- Responsible for liaising with the Care Services Team to ensure optimal service delivery to all clients by supporting them through their journey from intake through to discharge.
- Schedules and completes annual reviews for non-package clients including follow-up and documentation.
- Conducts client assessments over the phone and in person.
- Undertakes referrals to other Organisations or services as requested from clients through the review process or from feedback from service delivery staff.

- Creates and updates care plans that support client's goals and identified needs.
- Acts as a client advocate with other service providers when required.
- Provides assistance to other Services Coordinators, Care Services Team Leaders and Services Manager as requested/ required.
- Ensures service delivery functions are performed correctly and all accountabilities and compliances are met. This includes writing progress notes that accurately and factually tell the client journey. Progress notes must be written as soon as practical and sent to the appropriate stake holders.
- Ensures that the handling and storage of client information and records is in line with organisational standards, confidentiality and other organisational policy and commercial-in-confidence procedures.
- Utilises specialist Client and Staff Management System software applications.
- Undertakes essential duties of the other Service Coordinators in their absence as required.
- Provides weekend On-Call duties as rostered
- Provides Care Support Work as needed.
- Contributes to a positive work environment of inclusivity and safety.

Other

- Steps into other Services Coordinator's role during periods of leave. This takes into account your current knowledge and skill set.
- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities and represents the organisation in a professional manner at internal and external events.
- Performs other related duties as assigned by the Services Manager and Care Services Team Leaders ensures all deadlines are met.

Key Relationships

- Services Manager
- Care Services Team Leaders
- Care Services Team
- Service Delivery Staff
- Clients and Stakeholders

Key Selection Criteria

- Minimum qualification of a Certificate III in Aged Care, Disability or relevant discipline.
- Ability to meet the requirements of Criminal History screening procedures.
- 2 years' experience in the industry preferred
- Sound understanding of the principles of Consumer Directed Care.
- Sound understanding of the principles of reablement and the ability to develop care delivery goals with clients.
- Demonstrated high level communication skills both verbal and written along with the ability to utilise information technology.
- Demonstrated high level self-management skills.
- Current Queensland Drivers Licence.