
Services Coordinator – Level 3

Position Title:	Services Coordinator
Reporting to:	Services Manager
Location:	Gympie
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 3) provides valuable support to clients under the Commonwealth Home Support Program (CHSP) and Home Care Package Program (HCP) or Queensland Community Support Scheme (QCSS) and National Disability Insurance Scheme (NDIS) funding streams ensuring they receive high quality care services.

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

- Ensures that clients are encouraged to actively participate in their care to maintain their independence.
- 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.
- Acts as a client advocate with other service providers when required.
- Promotes the organisation's services and gains commitment from prospective clients while making recommendations that will best benefit the client.
- Responsible for liaising with the Services Team to ensure optimal service delivery to all clients by supporting them through their journey from admission through to discharge.
- Manages service delivery admissions, discharges, queries, requirements and/ or issues in relation to all levels of client care.
- Liaises with a wide variety of staff, allied professionals and other key stakeholders to ensure quality delivery of care to clients.
- Conducts regular quality assurance visits with clients in person and over the phone to ensure highest level of care is being provided.
- Conducts meetings as applicable with clients and their families to ensure clear communication and achievement of client goals.
- Creates and updates care plans that support client's goals and identified needs.
- Creates, maintains and presents individualised budgets to clients on a monthly basis.
- Collects and maintains required statistical information for the organisation and the Commonwealth Department of Human Services.
- Schedules and completes annual reviews for clients including follow-up and documentation.
- 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.
- Works collaboratively with Register Nurses in relation to clients' clinical care.
- Provides support to other Service Coordinators when on planned or unplanned leave for client continuity.
- Provides weekend On-Call duties as rostered.
- Acts as a mentor to those who have recently accepted the role of Services Coordinator.
- Contributes to a positive work environment of inclusivity and safety.

Other

- Steps into the role of Services Team Leader as required
- Performs other related duties as assigned by the Services Manager and ensures all deadlines are met.
- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities.

Key Relationships

- Services Manager
- Care Services Team Leader
- Nursing Staff
- Care Services Team
- Service Delivery Staff
- Clients and Stakeholders

Key Selection Criteria

- Minimum Cert IV qualification in line with funding requirements for providing government funded aged care and disability services or a related field. Diploma in Management preferred.
- Ability to meet the requirements of Criminal History screening procedures.
- Two years' experience as Services Coordinator (Level 2), case management, or a similar supervisory position in senior aged care, disability or related service delivery.
- Ability to articulate a values framework that is consistent with the values of the organisation.
- Ability to manage competing priorities and work under pressure.
- Sound understanding of the principles of Consumer Directed Care or Self-Managed Services.
- Sound understanding of the principles of reablement and the ability to develop care delivery goals with clients.
- Demonstrated high level of interpersonal skills and leadership including sound decision making, conflict resolution and problem solving.
- Demonstrated high level of communication skills both verbal and written and ability to utilise information technology.
- High level computer skills and ability to learn new systems quickly.
- Current Queensland drivers' licence.