
Services Coordinator – Level 2

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 Service Coordinator (Level 2) provides Case Management, coordinated support, direction and supervision to service delivery staff to ensure that clients receive high quality care services from the Commonwealth Home Support Program (CHSP) and Home Care Package program (HCP) or Queensland Community Support Scheme (QCSS) and National Disability Insurance Scheme (NDIS).

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

- Provides leadership and support to Services Coordinators and direct support staff.
- 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.
- Acts as a client advocate with other service providers when required.
- Liaise with a wide variety of staff, allied professionals and other key stakeholders to ensure quality delivery of care to clients.
- Responsible for liaising with the Services Team to ensure optimal service delivery to all clients by supporting them through their journey from intake through to discharge.
- 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.
- Organise and complete annual reviews for your clients. This includes all follow up documentation.
- Manage service delivery queries, requirements and/ or issues in relation to all levels of client care.
- Provides weekend On-Call duties as rostered.
- Provide high level support to the nursing staff and Services Manager.
- Contributes to a positive work environment of inclusivity and safety.

Other

- Step 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.
- Perform other related duties as assigned by the Services Manager and ensure all deadlines are met.

Key Relationships

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

Key Selection Criteria

- Qualifications in line with funding requirements for providing government funded aged care and disability services or a related field is a prerequisite e.g. Case Management
- Ability to meet the requirements of Criminal History screening procedures.
- Two years' experience Services Coordinator (Level 1) or in a senior aged care, disability or related service delivery supervisory position.
- Ability to articulate a values framework that is consistent with the values of the organisation.
- Ability to manage competing priorities and work under pressure.

Number: PD-0047

- 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.