

Position Description

POSITION DETAILS

Position Title	Home Care Coordinator		
Reports to	Support at Home Program Manager		
Business Function	Home Care	Salary Grade	Common Law Contract
Direct Reports	0-3	Band / Level	Salary Band E
Indirect Reports	5-10	Location	Northern Territory

REPORTING RELATIONSHIPS

Internal Key Relationships	Team Leader- Support at Home, Support Coordinators, Support Workers, NDIS Program Managers, NDIS COS.
External Key Relationships	External providers

OUR ORGANISATION

ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES

Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE

The Home Care Coordinator is responsible to effectively plan, coordinate, implement, evaluate, and report on the HCP, CHSP & NDIS programs to ensure it meets identified client needs and standards of quality care. The role is also responsible for the day-to-day operations of the service location.

Position Description

KEY RESPONSIBILITIES

Service Delivery

- Monitor and review current systems and processes with the view of improving the internal and external procedures.
- Reviewing Goal Plans and documentation.
- Maintain client satisfaction through the handling, investigating, and actioning of feedback and complaints.
- Reporting, investigating, and actioning of incidents and hazards through ARRCS incident management system.
- Monitor mandatory training and compliance for Support Workers.
- Drive recruitment and facilitate onboarding and orientation to ARRCS.
- Collaborate with the Operations team to ensure optimal scheduling of services.
- Monitor and approve leave for Support Workers.
- Manage day to day operations of Home Care location.
- Monitor and manage site budget.

Quality, Safety and Risk Management

- Participate and contribute to WHS practises to ensure a safe work environment.
- Ensure compliance with WHS policies and procedures and promptly respond to and report health and safety hazards, incidents, and near misses.
- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through:
 - Active participation in quality improvement activities.
 - Actively participate in staff meetings
 - Demonstrated knowledge of the Fire Safety and Evacuation Procedure
 - Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
 - Be aware and comply with all Standards and Guidelines
 - Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation a Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

Position Description

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Essential

- C Class Driver's License – Ability to obtain and maintain a reliable vehicle
- Previous role in leadership and staff management within Community Services
- Understanding and knowledge of relevant legislative frameworks, standards and government funding requirements

Experience

- Experience in working as a team within Community Services, such as Aged Care, Disability, Mental Health, Housing or a similar industry.
- Knowledge of culturally sensitive practice when working with Aboriginal and Torre Strait islander people and people from culturally and linguistically diverse backgrounds.
- Prior use of Microsoft Office suite and other online client reporting systems.
- Ability to respond and adapt to competing priorities whilst working unsupervised.
- Empathy with Aged People, their families, and Personal Carers.

Mandatory Requirements

- NDIS Worker Screening or Working with Children Card
- Current Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check
- Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the Managers or Team Leaders- Home Care or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

Position Description