

Position Description

POSITION DETAILS			
Position Title	Support Coordinator		
Reports to	Support at Home Program Manager		
Business Function	Home Care	Salary Grade	Common Law Contract
Direct Reports	Nil	Band / Level	Band E – Mid Level professional and support (POS05)
Indirect Reports	Support Workers (aka Personal Care Workers and Assistants)	Location	Northern Territory

REPORTING RELATIONSHIPS	
Internal Key Relationships	Support Coordinator colleagues Workforce Coordinators Home Care & Regional Office colleagues
External Key Relationships	External providers of services, Hospital discharge planners, RAS, MAC

OUR ORGANISATION
ARRCS (Australian Regional and Remote Community Services) 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 purpose of the Support Coordinator role is to coordinate and manage in-home aged care clients individualised services and packages of care. The Support Coordinator is accountable to ensure services are consistent with the relevant legislation, quality framework and funding guidelines.

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KEY RESPONSIBILITIES

Service Delivery

- Admission of new clients- reviewing documentation, completing initial assessments, setting up services and generating care plans in CMS (client management system)
- Reviewing care plans as required
- Managing clients' budgets- expenditure, overspends and underspends, contingencies
- Day to day case management and documentation
- Assisting to 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

Quality, Safety and Risk Management

- Participate and contribute to WHS (Work Health & Safety) 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.

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SELECTION CRITERIA

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

Essential

- Certificate III or higher in Individual Supports or similar
- C Class Driver's License – Ability to obtain and maintain a reliable vehicle

Experience

- Previous work in a similar role of Case Management or Coordination
- Previous work in 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 (National Disability Insurance Scheme) 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.

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