

## POSITION DESCRIPTION

### My Aged Care – Care Coordinator

This position description describes the scope and skills required of the My Aged Care – Care Coordinator at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

<b>POSITION:</b>	<b>My Aged Care – Care Coordinator</b>
<b>DEPARTMENT:</b>	<b>Health and Wellbeing</b>
<b>REPORTS TO:</b>	<b>General Manager, Health and Wellbeing</b>

#### **POSITION SUMMARY:**

The principal objective of this position is to support clients with chronic and complex health needs, to maximise their opportunities for accessing coordinated care services at Link HC.

To achieve this objective, the Care Coordinator works collaboratively within the Community Care teams to ensure that My Aged Care referrals are processed in an accurate and timely manner and other service coordination officers to maintain relevant service eligibility and priority information, expected wait times and alternate referral options.

#### **POSITION ACCOUNTABILITY:**

Primary services provided include but will not be limited to:

- Providing timely access to coordinated services for Community Care clients
- Reviewing, prioritising and processing and referrals utilising clinical reasoning skills
- Liaising with the Manager, Team Leader and Clinicians regarding the My Aged Care Portal
- Coordinating appointments for clients using TrakCare
- Promptly responding to clients and referrers enquiries with up to date Link HC service information
- Providing support for Link HC clinicians in making appropriate external referrals.
- Ensuring timely and accurate data entry and upload of relevant documents into client records, ensuring client privacy and confidentiality and safe custody of all records at all times
- Preparing and maintaining appropriate statistical data, including monthly reports on referrals to services and other analysis activities as required
- Managing and responding to client recall systems and following up 'Do Not Attend' lists
- Assisting clinicians in discharge planning
- Assisting the Manager to maintain the Link HC Service Directory and My Aged Care portal information
- Supporting other service coordination functions as required in collaboration with the Access & Coordination team
- Communicating with the Manager in respect to role responsibilities and professional expertise in order to assist with service improvement.
- Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services

#### **PERFORMANCE MEASURES:**

- Referrals are actioned within timelines outlined by the funding and service agreement
- Client records are accurate and maintained in line with Link HC health records policies and procedures.
- Link HC service information for clients, staff and referrers is regularly updated and shared.
- Clients are satisfied they receive integrated care that reflects Link HC values.
- Funding and service agreement targets are recorded and achieved.
- A positive team culture that reflects Link HC values is encouraged and supported.

#### **ORGANISATIONAL CONTEXT**

Link HC is a multi-sited community health service, providing a comprehensive range of health and welfare services primarily to people in the east and south-east of Melbourne and Eastern Victoria.

Link HC provides quality services in line with the program aims, funding guidelines and the Vision and Values of Link HC.

## VISION

Link Health and Community's vision is healthier people participating in their communities. The underpinning principles in achieving this vision is that Link HC:

- Recognises the health of individuals and the community, is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly
- Recognises that client, community and employee engagement in all aspects of our activities are essential for effective governance
- Strives to provide quality services, in a professional, timely manner to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired and use sign language as their primary mode of communication
- Link HC is committed to partnering with other organisations to offer integrated health and wellbeing services that are consistent with state-wide health needs and social priorities

## VALUES

Link HC organisational values are:

- We **care** for our community and for the people who use our services
- We **listen** to people who need our services and we advocate for our community
- We provide **accessible**, innovative, and high-quality services and programs
- We **partner** with other organisations to ensure the development and delivery of better services
- We are a **sustainable** organisation, financially, socially and environmentally

## OCCUPATIONAL HEALTH AND SAFETY

The position holder has a duty to take reasonable care for the health and safety of themselves and others in accordance with Occupational Health & Safety legislation.

## QUALITY AND RISK MANAGEMENT

The position holder has a responsibility to Identify continuous quality improvement opportunities; participate in the development of quality procedures and contribute to internal and external program reviews and audits as required.

The position holder will respond to risk management procedures to minimise any major areas of identified risk and to comply with Link HC OH&S Risk Management Plan.

## POLICIES AND PROCEDURES

The position holder will uphold and adhere to Link HC's Code of Conduct and policies and procedures.

## **QUALIFICATIONS AND EXPERIENCE REQUIRED**

### **Essential**

- A minimum of 2 years' experience working in a community health role
- Qualification in health or community services, with detailed understanding of allied health services
- Intermediate information and communication technology (ICT) skills.
- Experience and competence using electronic client management systems (appointment and health records software e.g. TrakCare and My Aged Care)
- Exceptional telephone customer service skills with a professional and friendly demeanour

### **Desirable**

- Understanding of Community Health Principles.
- Understanding and demonstrated practice using principles of client privacy and confidentiality as part of the Privacy Act
- Demonstrated ability to accurately input data and maintain electronic client records
- Demonstrated sensitivity for a diverse range of clients and experience in use of interpreters
- Effective time management and the ability to prioritise tasks.
- Meticulous attention to detail and accuracy
- Ability to speak another language
- Non-judgemental, compassion for clients
- Methodical approach
- Capacity for problem solving
- Diplomatic
- De-escalation skills

### **Mandatory Requirements**

- A National Police check
- An international police check, if the position holder has worked overseas for a period of 12 months in the last 10 years
- Working with Children Check
- Evidence of qualification (as determined) or documentation pertaining to an overseas tertiary qualification stating Australian equivalency
- Credentialing requirements
- Evidence of registration with a regulatory body or equivalent professional membership
- Working rights within Australia
- Victorian Driver Licence
- Disclosure of any pre-existing injuries or disease that might prohibit your ability to fulfil the inherent requirements of the role

Approved:

  
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*Van Ta-Placidi*

*General Manager, Health and Wellbeing*

Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the My Aged Care – Care Coordinator

Signed: .....

Employee

Name: .....

Date: .....

*Link HC is committed to living our organisations values and ensuring a safe environment for our staff, people using our services and people visiting our locations. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander peoples, Culturally and Linguistically Diverse backgrounds and the LGBTIQ community to join our workforce. Link HC will adhere to Equal Employment Opportunity and Gender Equity principles. To this end, Link HC will not discriminate on the basis of age, sex, gender identity, sexual orientation, marital status, disability, physical features, Aboriginal and Torres Strait Islander status, cultural background, country of birth, religious beliefs, political beliefs, carer status, pregnancy or breastfeeding.*