



# Independent Health Care Service

## Position Description

Position Title:	Package Care Coordinator (Levels 3 & 4)
Salary:	As Per Agreement
Supervisor:	Service Coordinator
Employment:	Permanent Part time

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### 1. Function

Under the general direction of the Service Coordinator and in accordance with Agency and Organisational policies, the Package Care Coordinator is responsible for the overall coordination and provision of support services to people living at home receiving Level 3 & 4 home care packages.

### 2. Key Responsibilities

- 2.1 Provide support, leadership and direction to Aged Care Support Workers.
- 2.2 Ensure that all clients receive comprehensive assessments and re-assessments as required.
- 2.3 Ensure the delivery of flexible, comprehensively formulated, individually tailored support services for a range of clients including those with high level and complex physical and/or behavioural needs.
- 2.4 Provide effective client-centred case management services.
- 2.5 Work collaboratively with significant others in clients lives, program staff, health professionals and other agencies.
- 2.6 Prioritising and time management of workload, with ability to problem solve and make decisions where appropriate.
- 2.7 Maintain a safe working environment & follow Workplace Health and Safety Guidelines.
- 2.8 Ensure the rights of clients are upheld, and that all necessary information is provided to clients.
- 2.9 Contribute to Continuous Improvement processes and maintaining a quality service.

### 3. Level of Responsibility

- 3.1 To work as directed by the Directors of Independent Health Care Service and the Service Coordinator to maintain high quality services to clients.
- 3.2 To exercise initiative/judgment within established guidelines in resolving problems and seeking advice.

### 4. Direction / Supervision Received

- 4.1 Works with minimum supervision from the Directors of Independent Health Care Service and the Service Coordinator.

**5. Knowledge and Skills**

- 5.1 Demonstrated ability to effectively lead and manage a team
- 5.2 Demonstrated knowledge and understanding of Government Funding conditions, Home Care Package Guidelines, reporting and accountability requirements
- 5.3 Well-developed oral, written and interpersonal communication skills including the ability to liaise effectively with a variety of stakeholders
- 5.4 Awareness of issues affecting frail aged people, and the frail aged in minority groups living in the community
- 5.5 Demonstrated understanding of legislation impacting on equal employment opportunity and anti-discrimination
- 5.6 Ability to maintain a safe working environment utilising principles of risk management
- 5.7 An appreciation of and commitment to the principles of access and equity.

**6. Working Environment**

- 6.1 Based in Hobart at the Independent Health Care Service office.
- 6.2 Independent Health Care Service is a smoke –free workplace.

**7. Qualifications**

Essential:

- A current driver’s licence.
- A compliant National Police Certificate
- A current First Aid Certificate or willingness to obtain one.
- Minimum of two years aged care/community industry experience including experience in assessment planning, implementation and review particularly for people with complex needs.

Desirable:

- Relevant tertiary qualifications in the Human or Behavioural Sciences field

**8. Selection Criteria**

- 8.1 As for knowledge and skills and qualifications.

I have read and agree that the description above accurately describes this Position:

POSITION HOLDER (Name) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

DIRECTOR (Name) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_