



# Position Description

Position Identification			
Position Title:	Service Coordination Officer – Home Care Packages		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	1668	Effective Date:	June 2019
Location:	Merri Central		
Scope of Practice:	Scope of Practice Link / Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification <small>*For HR use only</small>	Community Health Centre (Stand Alone Services) Social and Community Services Employee Multi Enterprise Agreement 2017 <ul style="list-style-type: none"><li><b>SACSE Level 3 (translated to Welfare Worker Class III)</b></li></ul>		
Organisational Context			
Divisional:	Aged and Primary Care		
Program:	Aged Care	Unit:Home Care Packages	
Organisational Chart	<div><div>Coordinator, Healthy Ageing &amp; Home Care</div><div>Team Leader, Home Care Packages</div><div>Service Coordination Officer</div></div>		
Position Summary			
<p>The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities. The program is part of the Australian Government’s continuum of care for older people in Australia, providing services between the Commonwealth Home Support Program and residential aged care.</p> <p>Following the principles of Consumer-Directed Care and according to the Commonwealth Department of Health program guidelines, the Service Coordination Officer is responsible for facilitating seamless and timely brokeraged service delivery for Home Care Package clients, including sourcing, scheduling, troubleshooting and monitoring quality service outcomes that promote wellness and independence.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"><li>• Work collaboratively within a multidisciplinary team to ensure that outcomes are achieved in line with client goal directed care plans, and service objectives.</li><li>• Organise services that are person centred, timely, flexible and responsive, and in accordance with delegation of authority principles, use of brokerage service guidelines and individual client budgets.</li><li>• Create, complete and maintain electronic data management system files</li></ul>		



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	<p>and all relevant client and brokerage service documentation, including referrals, service requests and changes, appointment diaries, schedules and file notes.</p> <ul style="list-style-type: none"><li>• Respond to client queries and requests for service changes appropriately, and communicate changes or service issues in a timely manner.</li><li>• Monitor service quality and feedback service issues or client well being concerns to Care Advisor or Team Leader.</li><li>• Develop strong working relationships with brokeraged service providers to facilitate quality service delivery.</li><li>• Support the accuracy and timely distribution of client statements and expenditure reports through the checking and monitoring of invoices against quotes, purchase orders and delivered services.</li><li>• Provide appropriate and timely administrative support, reports and information to the Team leader and Coordinator as required.</li><li>• Participate in professional development activities according to identified personal/service requirements and keep up to date with developments, legislation and regulations relevant to the Home Care Packages service.</li><li>• Undertake other duties as may be reasonably requested that is within the scope and skill consistent within the classification structure</li></ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"><li>• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.</li><li>• Undertake any reasonable additional tasks as directed by Merri Health.</li><li>• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.</li><li>• Practice complies with professional registration, national code for health care workers and delegated scope of practice.</li></ul>
<b>Safety and Risk</b>	<p><b>Occupational Health &amp; Safety (OHS)</b></p> <ul style="list-style-type: none"><li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health's OHS Frameworks.</li></ul> <p><b>Physical Inherent requirements (PIR)</b></p> <ul style="list-style-type: none"><li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li><li>• Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes</li><li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li><li>• May be required to occasionally lift and carry items weighing up to 10kgs</li></ul> <p><b>Quality &amp; Risk</b></p> <ul style="list-style-type: none"><li>• Be proactive in risk identification, notification and management.</li><li>• Comply with Merri Health's policies and procedures</li><li>• Participate in quality improvement activities and engage clients in these activities when relevant.</li></ul> <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres</i></p>



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	<i>Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i>
<b>Capabilities</b>	All employees are expected to align their behaviours and utilise capabilities (or 'soft skills') in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health's Capability Matrix.
<b>Key Selection Criteria</b>	
<b>Essential</b>	<ul style="list-style-type: none"><li>• Relevant qualifications with sound and transferable administrative skills.</li><li>• Demonstrated experience providing quality customer service to clients/consumers, preferably in a community based or health setting.</li><li>• Excellent verbal and written communications skills and ability to work collaboratively with a variety of stakeholders.</li><li>• Well developed time management and organisational skills and ability to complete tasks to required deadlines.</li><li>• Demonstrated problem solving and negotiation skills to achieve required outcomes that support service quality.</li><li>• Computer literacy and data accuracy</li></ul>
<b>Desirable</b>	<ul style="list-style-type: none"><li>• Experience as an aged care or disability scheduler or rostering officer</li></ul>
<b>Checks, Licences and Registration</b>	<ul style="list-style-type: none"><li>• National Police check</li><li>• Working with Children check</li><li>• Current full or probationary Drivers Licence</li><li>• Disability Worker Exclusion Scheme</li><li>• Statutory Declaration</li><li>• Immunisation Category B</li></ul>