

Position description

Position title:	Service Coordinator
Salary:	TRP \$83,180 per annum including superannuation and the estimated benefit of full optional salary packaging Cash Salary - \$66,997 per annum Superannuation 9.5% of cash salary Gross value of full benefit of optional salary packaging - up to \$9,818
Classification:	Grade 2 (HS2)
Award:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018 – 2022
Hours:	76 hours per fortnight (or 80 hours per fortnight with an ADO every four weeks)
Position tenure:	Permanent full time
Employee benefits:	<ul style="list-style-type: none"> • Access to discounted private health insurance • Salary Packaging (including novated leasing) • Health and Wellness Guidance and Activities
Location:	Negotiable across an LCHS site within our service delivery areas
Reports to:	State Manager Home Care Services
Responsible to:	Team Leader Service Coordination
Program:	Home Care Services

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community. You'll be applying your talents and efforts in ways that make a genuine difference to people in your community.

You'll work with people who are positive and optimistic in the attitudes and behaviours they bring to work. This creates a safe and uplifting environment that will constantly motivate you - and those around you - to bring their best to work.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

The Service Coordinator is a key role in facilitating the input of services for our aged clients in receipt of a Home Care Package and who receive support from Your Care Choice. The Service Coordinator works collaboratively with the Care Advisor team, as well as the Sales and Admissions team, to ensure that our clients receive exceptional customer service. The Service Coordinator plays a key role in ensuring high quality service delivery.

The Service Coordinator is the primary contact for existing HCP clients and service providers.

The Service Coordinator and Care Advisor will work collaboratively with Care Advisors and communicate regularly to create success in the service and to ensure our clients are delighted with the service they receive.

Key objectives, duties and responsibilities

Reporting to the Manager Home Care Services, and under the leadership of the Team Leader – Service Coordination, the Service Coordinator will;

1. Support the Care Advisor team to source, coordinate, roster and implement new and existing brokerage services aimed at supporting our clients to remain living in their own homes for longer.
2. Identify and report concerns about client need to Care Advisors in accordance with the established escalation hierarchy.
3. Develop and maintain highly positive relationships with clients, responding promptly to enquiries and requests and in line with key performance indicators and in accordance with procedure.
4. Liaise with external providers to ensure the support provided to our clients is of the highest standard and compliance with contractual agreements.
5. Source and complete the paperwork for approval of new suppliers required
6. Respond to workflow queries from the finance department and monitor open diary entries within the client management system
7. Ensure appropriate client records are maintained to a high standard.
8. Roster and coordinate services for Your Care Choice
9. Communicate effectively with team members and promote an open and honest environment
10. Participate in team meetings by raising issues and suggesting solutions.
11. Participate in regular supervision sessions with the Team Leader, staff and team meetings.
12. Undertake other duties commensurate with the job as directed.
13. Participate in further training and development to enhance performance.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. A positive and friendly attitude, with highly developed written and verbal communication skills.
2. Commitment to the delivery of high quality customer service experience and outcomes.

3. Highly developed skills in maintaining client record management systems.
4. Demonstrated ability to follow guidelines with a strong attention to detail.
5. Exceptional time management skills, including the ability to effectively prioritize tasks.
6. Capable of working effectively with a highly interactive team.
7. Experienced use of Microsoft Outlook and Microsoft Office.

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. High level of customer service skills.
2. Competency in the use of electronic databases.
3. A current Victorian driver licence will be required.

Desirable

4. Cert III or IV in Aged Care, Community Services or equivalent.
5. Experience using client management systems.
6. Previous experience in a similar role is be highly regarded.

Organisation Requirements

7. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
8. MARAM tier 4
9. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
10. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
11. Prior to appointment, credentialing documentation must be completed and verified.
12. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
13. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

Approved (Job title):	Executive Director Aged and Community Care
Date:	19 April 2021

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /