



# Position Description

## Home Care Coordinator Wesley Mission Home & Residential Care October 2021

### Agreement

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Name –Manager

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Name - Employee

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Signed - Manager

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Signed - Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Home Care Coordinator

## Wesley Mission Home Care

### 1 Purpose of role

The Home Care Coordinator (HSC) is responsible for coordinating services under the Commonwealth Home Support Program (CHSP) and Veterans' Home Care (VHC) program. The Home Care Coordinator achieves required targets for onboarding new CHSP and VHC clients, prioritising those regions and service types as directed by the Operations Manager. The HSC completes reviews on existing clients as per the relevant program guidelines, ensuring good quality documentation and excellent customer service. The HSC will understand the principles of reablement and will reflect these in the development of care plans for CHSP clients receiving reablement services. They will proactively identify clients with increasing needs and make timely referrals for assessment for eligibility for the Home Care Package (HCP) program. The Home Care Coordinator also ensures compliance with all program requirements relating to program safety, quality and reporting, including correct use of the My Aged Care portal.

### 2 Relationships

- Reports to Operations Manager
- Direct Reports (Nil)

### 3 Major role responsibilities

#### 3.1 Our clients

- Communicate with potential new clients to offer services from Wesley Mission and demonstrate the benefits that would flow from choosing us as their provider
- Complete an initial telephone assessment to understand the person's needs and goals and to develop a care plan and schedule of supports
- Ensure that the client receives all required documentation and that service agreements are correctly completed and stored
- Ensure that all Wesley Mission documentation and data entry processes are correctly completed so that services can be scheduled effectively and billed correctly
- Effectively manage any complaints and incidents, investigating as required and escalating when needed to resolve these appropriately
- Ensure all clients' reviews are completed by telephone when there is a change in need or at the intervals required for their program
- Refer clients for an ACAT assessment for Home Care Package (HCP) eligibility where indicated
- Encourage feedback from your clients and representatives to understand their experience of Wesley Mission services and to identify areas of improvement

#### 3.1.1 Performance Measures

- Complete required assessments and reviews within required time frames
- Complete complaints and incidents investigations effectively and within set time frames
- Audits show that documentation is accurate and of good quality

### **3.2 Our people (our team)**

- Ensure a safe and healthy work environment through identifying and reporting hazards, incidents and accidents
- Ensure a good quality telephone assessment of each client's home environment to determine whether it will be a safe work environment for our Support Worker team, removing or mitigating any risks identified in alignment with Wesley Mission policies and procedures
- Participate in the building of a positive workplace culture through effective communication with other team members
- Ensure care plans and associated support schedule information is clearly articulated to enable Roster Centre and Support Worker team members to effectively and successfully carry out their duties

#### **3.2.1 Performance Measures**

- All Home Safety Checks are completed correctly, and any identified hazards removed or successfully mitigated prior to the commencement of services
- All reports of hazards or incidents during client services are correctly investigated, escalated, rectified and resolved as per Wesley Mission policies and procedures and within relevant time frames

### **3.3 Our operations**

- Participate in service audits and continuous improvement activities
- Manage your time effectively to deliver on all key responsibilities of the role
- Participate in team meetings, training session and coaching with your manager as indicated
- Ensure records are securely stored to protect and uphold service users' rights to privacy and confidentiality.

#### **3.3.1 Performance Measures**

- Audits are completed as required with effective participation from the HSC
- Attendance recorded at required meetings, training sessions and coaching

### **3.4 Our financials**

- Achieve required onboarding targets by region and service type to ensure that financial targets for each program are met
- Effectively communicate client fee policy to clients and ensure there are minimal debtors

#### **3.4.1 Performance Measures**

- Achieves onboarding targets as set by Operations Manager
- 90% of clients pay client contributions

## **4 Professional responsibilities**

- As directed, undertake other activities to support the delivery of the Wesley CHSP and VHC programs and Wesley Mission Strategic Plan, as requested by your manager
- Be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with during employment
- In relation to Wesley Mission and the Uniting Church in Australia, attend relevant functions, meetings, seminars, training courses as directed by your manager

- Participate on an annual basis in Wesley Mission's Employee Contribution and Development process
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values