



Supporting our community on all sides

Position	In Home Support Coordinator
Status	Full-time
Hours	38 hours per week
Location	Ashgrove, Brisbane
Reports to	Aged Care Senior Manager
Award and Classification	Social, Community, Home Care and Disability Services Industry Award (SCHADS), Community Services Worker - Level 6

Organisational Profile

Communityfy is dedicated to supporting people across all life stages and experiences and empowering them to lead active, healthy and socially connected lives. Our programs enable people to maintain independence, engage with their community, manage their health and wellbeing, and navigate life's challenges.

We deliver a broad range of programs and services across aged care, family and individual support, mental health, disability, housing and homelessness, alcohol and other drug recovery, asylum seeker support and the NDIS. Through our Neighbourhood Centres and Community Development Programs, we also provide emergency relief, social inclusion activities, food security initiatives, multicultural support, community gardens and venue hire.

Service Profile

Communityfy's In Home Support Program provides practical services that enable older people to remain living safely, independently and confidently in their own homes and communities. The program supports people to maintain their health, wellbeing and quality of life by reducing barriers to independent living and promoting social connection.

Services include home maintenance, home modifications, home security solutions, information, advice and referrals. Support is tailored to each person's individual needs and delivered in a way that promotes choice, dignity, independence and person-centred outcomes.

The program is funded through the Commonwealth Home Support Programme (CHSP) and works collaboratively with clients, families, carers, contractors and community partners to deliver safe, responsive and high-quality services that support ageing well at home.

Purpose of the Position

The In Home Support Coordinator is responsible for coordinating and leading the day-to-day operations of Communityfy's Commonwealth Home Support Programme (CHSP), ensuring the delivery of safe, high-quality and person-centred services that enable older people to remain living independently in their own homes and communities.

The role provides leadership, supervision and support to Support Workers and administrative staff, ensuring effective service coordination, workforce management and continuous improvement. The Coordinator is responsible for promoting service excellence, positive client outcomes and compliance with relevant funding agreements, legislation, quality standards and organisational policies.

Reporting to the Aged Care Senior Manager, the In Home Support Coordinator works collaboratively with clients, families, carers, contractors, health professionals and the broader Aged Care team, including the Support at Home, Transport and Nursing programs, to deliver responsive, coordinated and high-quality services.

Responsibilities

Leadership and Team Management

- Provide day-to-day leadership, supervision and support to Support Workers and administrative staff through regular supervision, coaching, mentoring, team meetings and effective delegation.
- Foster a positive, engaged and high-performing team culture that promotes collaboration, accountability, continuous improvement and person-centred service delivery.
- Lead employee performance through goal setting, regular feedback, performance reviews, recognition and professional development planning.
- Coordinate and support recruitment, onboarding, induction and ongoing workforce development to ensure staff are appropriately skilled, supported and equipped to perform their roles.
- Manage workforce capacity, leave, attendance and resource allocation to maintain appropriate staffing levels, continuity of care and effective service delivery.
- Manage employee performance, conduct and workplace matters in accordance with organisational policies, procedures and legislative requirements.
- Promote effective communication, teamwork and continuous learning to support positive client, team and organisational outcomes.
- Contribute positively as a member of the broader Aged Care leadership team, supporting organisational priorities, strategic initiatives and continuous service improvement.

Service Delivery and Operational Management

- Oversee the day-to-day operations of the In Home Support service, ensuring the delivery of safe, responsive, high-quality and person-centred services that meet client needs and organisational objectives.
- Provide operational leadership and oversight of rostering activities to ensure efficient workforce utilisation, continuity of care and effective service delivery.
- Oversee the allocation of clients to appropriately skilled Support Workers, taking into consideration assessed needs, client preferences, cultural requirements and continuity of care.
- Monitor workforce performance, roster efficiency and service capacity to minimise service gaps and support effective resource utilisation.
- Oversee staff timekeeping, visit verification and service delivery records to ensure accurate payroll, billing, reporting and funding compliance.
- Coordinate the delivery of services with allied health professionals, subcontractors, trade service providers and other stakeholders to support timely, integrated and effective client outcomes.
- Monitor service delivery to ensure supports are provided in accordance with care plans, service agreements, funding requirements and organisational standards.
- Identify, investigate and resolve operational issues by implementing timely solutions and escalating matters where appropriate to minimise service disruption.
- Provide guidance and support to rostering and administrative staff in responding to schedule changes, staff absences and urgent service requests to maintain continuity of care.
- Maintain the accuracy, integrity and currency of client, workforce and service information within AlayaCare and other organisational systems.
- Contribute to workforce planning, resource allocation and service planning to meet current and future service demand.
- Monitor operational performance against key service, quality and funding indicators and implement improvements to enhance client outcomes, service effectiveness and organisational performance.
- Contribute to budget monitoring, resource management and financial accountability to ensure services operate within approved funding parameters.
- Participate in the on-call roster and provide operational leadership outside standard business hours, responding to client incidents, workforce shortages, service disruptions and other urgent matters to maintain service continuity and client safety.

Client Experience and Care Coordination

- Promote a person-centred approach to service delivery that supports clients to maintain their independence, wellbeing, dignity and quality of life within their own homes and communities.
- Oversee client intake, referrals, assessments and support planning to ensure services are responsive, compliant and aligned with individual goals, needs and funding requirements.
- Build and maintain positive, respectful relationships with clients, families and carers to support positive service experiences and outcomes.
- Support clients to navigate My Aged Care and other relevant services by providing information, referrals and advocacy where appropriate.
- Monitor client outcomes, service quality and customer satisfaction to ensure supports continue to meet individual needs and organisational expectations, including the regular review of support plans.
- Act as the primary escalation point for client, family and carer feedback, concerns and complaints, ensuring matters are managed professionally, resolved in a timely manner and used to inform service improvement.
- Work collaboratively with internal teams, health professionals and external service providers to coordinate services and achieve positive client outcomes.
- Identify opportunities to enhance the client experience, improve service delivery and strengthen care coordination through continuous improvement initiatives.

Quality Assurance

- Ensure all services are delivered in accordance with the Aged Care Act 2024, Strengthened Aged Care Quality Standards, Commonwealth Home Support Programme (CHSP) requirements, relevant legislation, funding agreements and Communitify policies and procedures.
- Monitor compliance with contractual, legislative, funding and reporting obligations to support high-quality service delivery and organisational sustainability.
- Ensure accurate, timely and confidential client, workforce and service records are maintained in accordance with legislative, funding and organisational requirements.
- Monitor the quality and accuracy of client documentation, including assessments, support plans, case notes and service records, to support safe, compliant and accountable service delivery.
- Identify, manage and report incidents, hazards, complaints and risks in accordance with organisational policies, legislative requirements and mandatory reporting obligations.
- Coordinate and support quality assurance activities, audits, accreditation processes and service reviews by maintaining appropriate evidence, documentation and reporting.
- Monitor service performance and contribute to operational, funding and quality reporting to support continuous improvement and informed decision-making.
- Promote a culture of accountability, quality, compliance, safeguarding and continuous improvement that supports safe, effective and person-centred service delivery.
- Identify emerging compliance, quality and operational risks and implement corrective actions and service improvements to enhance client outcomes and organisational performance.

Collaboration and Stakeholder Engagement

- Build and maintain effective, collaborative relationships with clients, families, carers, advocates, staff, contractors, health professionals and external stakeholders.
- Provide professional, responsive and person-centred customer service when engaging with clients, families, carers, staff, contractors and external stakeholders, ensuring enquiries, concerns and feedback are managed effectively and in accordance with organisational standards.
- Work collaboratively across the Aged Care team and with external service providers to deliver coordinated, person-centred services.
- Communicate professionally, respectfully and effectively with clients, families, carers, colleagues, contractors and external stakeholders, fostering positive working relationships and supporting coordinated service delivery.
- Represent Communitify professionally in all interactions, fostering partnerships that support positive client and organisational outcomes.

Team Contribution and Professional Development

- Contribute positively to organisational initiatives and foster a collaborative, inclusive and respectful workplace culture.
- Maintain professionalism, ethical practice, confidentiality and professional boundaries in all interactions with clients, colleagues and stakeholders.
- Actively participate in team meetings, supervision, training and professional development activities to maintain and enhance knowledge and skills.
- Contribute to the development, implementation and continuous improvement of organisational policies, procedures and service practices.
- Support organisational projects, service improvements and strategic priorities, contributing to planning, implementation and reporting as required.
- Undertake other duties that are within the scope of the position and consistent with the employee's skills, experience and classification, as reasonably directed.

Work Health & Safety

- Promote and maintain a safe, healthy and respectful workplace by complying with Communitify's Work Health and Safety policies, procedures and applicable legislation.
- Take reasonable care for your own health and safety, and that of others, ensuring your acts or omissions do not adversely affect the health and safety of colleagues, clients, contractors or visitors.
- Identify, report and assist in the management of workplace hazards, incidents, injuries and risks in accordance with organisational policies and reporting requirements.
- Support the implementation of safe work practices, risk management strategies and continuous improvement initiatives that contribute to a positive safety culture.
- Demonstrate leadership in Work Health and Safety by fulfilling responsibilities appropriate to the role and actively contributing to a safe working environment.

Selection Criteria

Qualifications and Experience

Essential

- Certificate IV in Ageing Support, Individual Support, Community Services or a related discipline, or an equivalent qualification and/or demonstrated experience.
- Demonstrated experience leading and supervising staff within an aged care, community services or health environment.
- Minimum two years' experience delivering or coordinating services within the Commonwealth Home Support Programme (CHSP) and/or Home Care Packages (HCP) Program.
- Minimum two years' experience in service coordination, workforce management, client assessment, care planning and service review within a community aged care setting.
- Demonstrated knowledge of the Aged Care Act 2024, Strengthened Aged Care Quality Standards, Commonwealth Home Support Programme (CHSP) and My Aged Care.
- Demonstrated knowledge of medication management requirements within community aged care settings.

Desirable

- Diploma of Community Services, Leadership and Management, Case Management, Aged Care Coordination, Health Services Management or a related discipline.
- Experience using AlayaCare or a similar client management system.

Knowledge and Skills

- Demonstrated leadership, organisational and time management skills, with the ability to coordinate competing priorities and operational demands within a fast-paced community aged care environment.
- Demonstrated ability to make informed decisions, solve complex problems and implement service improvements that enhance client outcomes and operational performance.

- Strong understanding of the Commonwealth Home Support Programme (CHSP), the Aged Care Act 2024, Strengthened Aged Care Quality Standards, My Aged Care and contemporary community aged care practice.
- Demonstrated understanding of person-centred practice, client assessment, care planning and service coordination within a community aged care setting.
- Demonstrated ability to respond effectively to changing client needs while maintaining professional boundaries, exercising sound judgement and managing risk appropriately.
- Sound understanding of the needs of older people, people living with disability, people experiencing mental health challenges and their families and carers.
- Demonstrated ability to build and maintain effective working relationships with clients, families, carers, colleagues, volunteers, health professionals and external stakeholders.
- Highly developed verbal and written communication skills, with the ability to communicate effectively, professionally and respectfully with a diverse range of stakeholders.
- Demonstrated ability to prepare accurate reports, correspondence, records and organisational documentation to a high professional standard.
- Demonstrated high-level digital literacy, including proficiency in Microsoft Office applications and client management systems such as AlayaCare or similar platforms.

Attributes

- Demonstrates a commitment to person-centred practice, treating clients, families and colleagues with dignity, respect and compassion.
- Leads with integrity, professionalism and accountability, consistently demonstrating CommuniFY's Vision, Mission and Values.
- Builds positive, respectful and inclusive working relationships that foster trust, teamwork and a positive workplace culture.
- Demonstrates initiative, resilience and adaptability, responding effectively to changing priorities and operational demands.
- Exercises sound judgement, maintains confidentiality and acts ethically when managing sensitive or complex situations.
- Demonstrates a commitment to continuous learning, quality improvement and achieving positive outcomes for clients and the organisation.

Physical Requirements

- Ability to travel throughout the service area to undertake client visits, staff support, meetings and other duties associated with the role.
- Ability to safely undertake the physical demands of the role, including prolonged periods of sitting, standing, walking, driving and using computer-based systems.

Mandatory Requirements

- Current Queensland Driver Licence and the ability to travel within the service area.
- Current First Aid and CPR Certificate, or the ability to obtain and maintain one.
- Current Blue Card and NDIS Worker Screening Clearance (or the ability to obtain and maintain the required worker screening clearances).
- Satisfactory National Criminal History Check.
- Ability and willingness to participate in an on-call roster outside standard business hours, where required.

Diversity and Inclusion

CommuniFY pays its respect to the Traditional Custodians of the lands on which we work and acknowledges Elders past, present and emerging.

CommuniFY is committed to being an inclusive organisation. We recognise and value the diversity within the communities we serve and actively encourage participation from people of all backgrounds and experiences. We embrace diversity in age, gender, culture, identity and life experience, including Aboriginal and Torres Strait Islander

peoples, culturally and linguistically diverse communities, LGBTIQ+ people, people seeking asylum and refugees, and people living with disability.



Pre-employment Requirements

A satisfactory National Criminal History Check is required for this position. Continued employment is subject to a satisfactory outcome.

Declaration

I acknowledge that I have read, understood and discussed the contents of this Position Description.

Name	
Signature	
Date	