

POSITION DESCRIPTION

Admissions Coordinator

Program:	Sacred Heart Community – Residential Aged Care
Reports to:	Residential Manager
Supervises:	Nil
Date of Last Review:	October 2026
Classification:	Non-Direct Care - Aged Care Employee Level 7 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	Pre reform Long Service Leave in accordance with the Health and Allied Services – Private Sector – Victoria Consolidated Award 1998 This role has been deemed ineligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) works to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems. Guided by Strategy 2030, SHM delivers a range of services that support people experiencing chronic homelessness and persistent disadvantage.

SHM Services provide tailored, person-centred supports including accommodation, case management, supported housing, aged care, and specialised health and wellbeing programs. Our work is informed by evidence-based practice, trauma-informed approaches and a commitment to cultural safety. Within SHM's Services portfolio, aged care plays a critical role in supporting older people who have experienced homelessness, disadvantage and long-term marginalisation.

Sacred Heart Community (SHC) is a 97-bed residential aged care home located in St Kilda. The home is unique within the aged care sector as it specialises in supporting older people who have experienced homelessness, trauma, social exclusion and complex health challenges.

SHC residents often enter residential aged care earlier than the broader population due to the impacts of long-term disadvantage, including chronic health conditions, mental health challenges, substance use, disability and limited access to consistent health care across their lives. Many residents present with complex psychosocial needs that require flexible, trauma-informed and highly person-centred approaches to care.

Admissions Coordinator	Document Status:	Final	Page:	Page 1 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

Access to SHC occurs through a range of referral pathways including hospitals, homelessness services, outreach teams, housing providers and community organisations. Supporting people to transition into aged care can be complex and requires thoughtful engagement, strong partnerships and careful planning to ensure the move is safe, respectful and responsive to each person's needs.

PURPOSE OF THE POSITION

The Admissions Coordinator is responsible for coordinating and progressing the resident journey from initial enquiry and referral through screening, admission, arrival and early transition into Sacred Heart Community. The role is a key driver of admissions, referral relationships and occupancy, while providing timely, respectful and person-centred support to prospective residents, families, representatives and referral partners.

Working closely with the SHC Residential Manager and clinical team, the Admissions Coordinator builds and maintains strong relationships with hospitals, homelessness services, housing providers, community organisations and other key referral partners. The role promotes awareness of SHC's specialised service model and supports prospective residents to access the service through effective referral pathways and a coordinated, person-centred admissions process. This includes coordinating intake and admission requirements, facilitating the collection and sharing of relevant clinical and psychosocial information with the appropriate teams, and ensuring timely and effective handover. The role also maintains accurate admissions, occupancy, resident contact and homelessness data to support service planning, reporting and informed decision-making.

The Admissions Coordinator coordinates administrative and system requirements associated with admission, including relevant My Aged Care, PRODA, NERA, AN-ACC classification and funding requirements. The position may also coordinate administrative arrangements for residents who access NDIS-funded supports, working with support coordinators and external providers where required.

The role works with the Residential Manager and appropriately qualified or authorised staff to coordinate referral review and admission planning. It does not replace clinical assessment, clinical suitability decisions, funding determinations or other decisions requiring professional or delegated authority. Concerns about clinical needs, safeguarding, consent, risk or service capacity must be escalated to the appropriate decision-maker.

Through proactive relationship management, accurate administration, thoughtful transition planning and continuous improvement, the role supports SHC to provide a welcoming and accountable admissions pathway for older people who have experienced homelessness and disadvantage.

Through a combination of relationship building, assessment and system coordination, the role helps ensure Sacred Heart Community remains accessible to people with complex needs while supporting the service to operate effectively within regulatory and funding frameworks.

Admissions Coordinator	Document Status:	Final	Page:	Page 2 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)			
Sector Engagement and Referral Pathways	▪ Build and maintain strong relationships with hospitals, social workers, ACAS/ACAT teams, homelessness services, housing providers, outreach teams, community organisations, health professionals and relevant SHM services. ▪ Promote understanding of SHC's specialised service model, referral pathways, eligibility requirements and admission process. ▪ Act as a key contact for prospective residents, representatives, referrers and partner services, providing timely, accurate and respectful information. ▪ Acknowledge, record and follow up enquiries and referrals promptly, maintaining an active and accurate referral pipeline. ▪ Identify opportunities to strengthen existing referral pathways and develop new referral sources in partnership with the Residential Manager and relevant SHM teams. ▪ Participate in relevant meetings, networks and forums to strengthen partnerships and improve access to the service.			
Enquiry to Admissions Process	▪ Act as the primary point of contact for enquiries and referrals to Sacred Heart Community. ▪ Coordinate the end-to-end admission process for permanent and respite residents, from initial enquiry and referral through screening, admission confirmation and arrival. ▪ Explain service options, eligibility, admission steps, relevant fees and charges, documentation requirements and expected timeframes in clear and accessible language. ▪ Track referrals against agreed timeframes, identify outstanding information or barriers, follow up with responsible parties and escalate delays or risks. ▪ Check that required referral information, ACAS/ACAT approval, assessments, identity details, agreements and other admission documentation are received, current and appropriately recorded. ▪ Coordinate admission offers, proposed admission dates and room availability with the Residential Manager and relevant teams.			
Admissions Coordinator	Document Status:	Final	Page:	Page 3 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

	▪ Maintain clear records of referral status, waiting lists, admission outcomes, declined or deferred offers and reasons for delays. ▪ Support respite residents and representatives to understand ongoing options and coordinate review of possible permanent admission where consistent with the resident's wishes and eligibility.			
Assessment and Suitability	▪ Coordinate the gathering of information about each prospective resident's preferences, strengths, support network, accommodation and homelessness history, and known support needs. ▪ In partnership with the Residential Manager and clinical team, coordinate referral review and appropriate assessment of whether SHC can safely and appropriately meet the person's needs. ▪ Do not make clinical assessments, clinical suitability decisions or other decisions outside the scope of the position. Arrange timely review by Deputy Manager (Clinical) or authorised personnel where information raises questions about clinical needs, behaviour support, safeguarding, consent, decision-making arrangements, environmental requirements or service capacity. ▪ Ensure the resident's voice, preferences, goals and rights are central to the process, using trauma-informed, strengths-based and culturally respectful communication. ▪ Coordinate pre-admission discussions or visits, where appropriate, and follow up outstanding information needed for safe admission planning, including visiting prospective residents in the community, where appropriate, to inform holistic assessment, funding requirements and admission planning. This includes identifying potential safeguarding risks, behavioural support needs and environmental considerations to ensure safe and appropriate admission. ▪ Work with referring services and support networks to gather relevant information and ensure the home is prepared to provide safe and appropriate care.			
Funding and System Coordination	▪ Maintain accurate, timely and secure records in relevant systems, which may include My Aged Care, PRODA, NERA, LeeCare and other approved organisational systems, subject to access permissions and training.			

Admissions Coordinator	Document Status:	Final	Page:	Page 4 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

	▪ Complete or coordinate required admission, transfer, respite and resident-movement entries within applicable timeframes. ▪ Support coordination of AN-ACC classification and related funding processes by ensuring required information is captured and referred to the appropriate clinical or finance personnel; do not make funding determinations outside the role's authority. ▪ Liaise with finance or the designated financial contact regarding fees, charges and financial documentation, escalating complex or sensitive matters appropriately. ▪ Maintain the enquiry and referral register and provide agreed reporting on enquiry volumes, referral sources, conversion, admissions, occupancy, waiting lists and outstanding actions. ▪ Maintain and regularly reconcile SHC's homelessness register, recording residents' histories accurately and sensitively, verifying information where possible and clearly identifying unknown or unconfirmed details. ▪ Support accurate resident contact, next-of-kin and relevant representative or substitute decision-maker details, consistent with privacy, consent and records-management requirements. ▪ Identify and promptly resolve discrepancies between systems and internal records, and protect information in accordance with privacy, confidentiality and cyber security requirements.
NDIS Coordination	▪ Maintain clear communication and records of agreed arrangements and escalate issues affecting service coordination, resident safety or continuity of support. Support admissions and ongoing coordination for residents who access the National Disability Insurance Scheme (NDIS). ▪ Liaise with NDIS support coordinators, plan managers and external providers to ensure supports are effectively integrated within the residential care setting. ▪ Assist prospective and existing residents to navigate NDIS processes including plan implementation and reviews where required. ▪ Support the development of clear arrangements between Sacred Heart Community and external providers to ensure residents receive coordinated care and support. ▪ Maintain oversight of NDIS-funded supports within the home and assist with relevant documentation and administrative requirements.

Admissions Coordinator	Document Status:	Final	Page:	Page 5 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

Resident, Family and Transition Support	▪ Provide responsive and person-centred support to prospective residents, families, representatives and support networks throughout the enquiry and admission journey. ▪ Arrange tours and pre-admission discussions and provide a welcoming, accurate introduction to SHC. ▪ Explain resident rights, choices, responsibilities and practical admission requirements in an accessible and respectful way. ▪ Coordinate admission paperwork and agreements, ensuring documents are completed, checked and stored in accordance with organisational requirements. ▪ Coordinate orientation and transition arrangements so that residents are welcomed and supported during their move into the home. ▪ Ensure relevant information, resident preferences, representative contacts, outstanding documentation and support arrangements are handed over to the clinical and care teams in sufficient time. ▪ Work closely with the clinical and care teams to ensure effective clinical and care handover during admission. ▪ Maintain engagement with new residents following admission to support continuity and assist with the transition period while relationships with the care team are established. ▪ Promote a respectful, trauma-informed and person-centred approach throughout the admissions and transition process.
Occupancy, Room Readiness and Admission Flow	▪ Maintain an up-to-date overview of vacancies, anticipated discharges, respite bookings, pending admissions and likely admission dates in collaboration with the Residential Manager and relevant operational staff. ▪ Proactively progress suitable referrals to support timely admissions and effective use of available rooms, while ensuring admission decisions remain appropriate and consistent with eligibility, resident needs and service capacity. ▪ Coordinate room readiness and turnover with cleaning, maintenance and operational staff, follow up agreed actions and escalate delays. ▪ Ensure rooms or designated areas used for prospective resident visits are presentable and ready.

Admissions Coordinator	Document Status:	Final	Page:	Page 6 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

Internal Collaboration, Quality and Continuous Improvement	▪ Work collaboratively with the Residential Manager, clinical team, finance, administration, operations and other relevant SHM services to coordinate an accountable admission process. ▪ Attend relevant meetings and communicate emerging referral trends, service gaps, recurring barriers and process issues that may inform service planning. ▪ Follow SHM policies, procedures, delegations and applicable legislative and regulatory requirements relevant to admissions, information management and resident support. ▪ Identify and promptly escalate risks, complaints, missing information, system issues, privacy concerns or potential breaches of process. ▪ Contribute to audits, data validation, feedback review and continuous improvement activities relating to admissions, occupancy, referral management and homelessness data.
Professional Development	▪ Attend and participate in regular supervision sessions. ▪ Undertake all mandatory and core training in a timely manner. ▪ Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

Admissions Coordinator	Document Status:	Final	Page:	Page 7 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

MANDATORY REQUIREMENTS

- Current COVID-19 vaccination with evidence of having three doses or a valid medical exemption certificate.
- Eligibility to Work in Australia.
- Current NDIS Worker Screening Check.

QUALIFICATIONS

- **Essential:** Demonstrated experience in residential aged care admissions coordination or admissions administration.
- Experience with aged care portals, client management systems, referral registers or CRM systems is desirable.
- Experience in homelessness, community services, health or disability services is desirable.
- A nursing, allied health or other clinical qualification is not required.

KEY SELECTION CRITERIA

- Demonstrated experience in residential aged care admissions coordination or admissions administration; this experience is essential.
- Sound understanding of the residential aged care admission journey, including referral intake, ACAS/ACAT approval requirements, admission documentation, resident agreements and admission-date coordination.
- Strong understanding of the needs of people experiencing homelessness, disadvantage or complex psychosocial circumstances, including mental health, trauma and social exclusion.
- Demonstrated ability to listen to and respond to the voice, preferences and lived experience of residents, including people who may have experienced trauma, exclusion or limited choice in previous service systems.
- Excellent written and verbal communication and customer service skills, including the ability to explain complex processes clearly, sensitively and respectfully.
- Experience building and maintaining strong relationships with external partners such as hospitals, homelessness services, housing providers and community organisations to support service access and referral pathways.
- Demonstrated ability to guide individuals and their support networks through complex service systems in a respectful, person-centred and trauma-informed way.
- Experience conducting or coordinating assessments to understand health, psychosocial and support needs and inform service suitability.
- Strong understanding of aged care systems including My Aged Care and AN-ACC funding processes, and the regulatory environment including the Aged Care Act and strengthened Aged Care Quality Standards, or the ability to quickly develop this knowledge.
- Experience supporting residents who access the National Disability Insurance Scheme (NDIS), including liaising with support coordinators and external providers.

Admissions Coordinator	Document Status:	Final	Page:	Page 8 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

- Highly developed organisational and administrative skills, including the ability to manage complex documentation, funding requirements and multiple systems (e.g. LeeCare, My Aged Care, PRODA).
- Ability to manage competing priorities while maintaining a responsive and well-coordinated admissions process.
- Strong communication and interpersonal skills, including the ability to engage effectively with prospective residents, families, support networks and sector partners.
- Demonstrated commitment to person-centred, trauma-informed and culturally safe practice.
- Strong alignment with the values of Sacred Heart Mission.

Admissions Coordinator	Document Status:	Final	Page:	Page 9 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Admissions Coordinator	Document Status:	Final	Page:	Page 10 of 10
	Date Updated:	October 2026	Author:	Khrisna Ogacion
	Review Date:	October 2027	Owner:	People Services