



**Umbrella Multicultural Community Care Services Inc.**  
**Position Description: 0040**

<b>Position Title</b>	Coordinator Home Care Packages
<b>Position Classification Award</b>	Level 4/5 <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>

<b>Program</b>	Community Aged Care Services
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<b>Responsible to</b>	Manager, Community Aged Care Services
<b>Responsible for</b>	Community Aged Care Services Officers Administrative Assistants Registered Nurse (as required)

<b>Mission</b>
At Umbrella, we believe that everyone has an equal right to enjoy their “Golden Years”. We believe that language, gender identity, culture or financials should not be a barrier to accessing quality services. We believe that Umbrella’s ethos of respect, passion, commitment to our mission and our staff’s hard work can change someone’s life.

<b>Values</b>
Service – Making a difference Compassion – Caring for our clients, carers, families and each other Respect – Recognising individual needs and acknowledging the worth of others Integrity – Being honest, just, reasonable and ethical Excellence – Always striving for better results and being innovative

<b>Position Scope</b>
This position will work within the Aged Care Services team to support clients’ quality of life and to maximize their independence. The role will include providing information to prospective clients, in-home client assessments, care planning, coordinating service delivery, client reviews and supervising direct care staff.

**Position Responsibilities**

**1. Client Care Planning and Coordination**

- 1.1 Organise and conduct initial home visits with prospective clients to discuss Home Care Package information with the view of becoming an Umbrella client.
- 1.2 Liaise with clients and/or client representatives to identify individual client goals, identity and needs and develop a client support plan using Consumer Directed Care principle.
- 1.3 Conduct regular updates in clients' Care Plan with the clients' consultation focusing on clients' needs.
- 1.4 Conduct clients' Home Safety Assessments.
- 1.5 Conduct quality care and services protocols.
- 1.6 Conduct clients' feedback and complaint processes.
- 1.7 Liaise with clients' General Practitioners and other aged / health care providers as required, including making referrals for additional services and supports.
- 1.8 Closely monitor client service delivery, regularly liaising with clients and support workers and with other service providers, as required.
- 1.9 Closely monitor any changes in client's health or other circumstances and if required refer for ACAT reassessment.
- 1.10 Conduct periodic on-site home visits.
- 1.11 Monitor Registered Nurse medical assessments for complex needs clients.
- 1.12 Conduct Risk Management protocols.

**2. Home Care Package Administration**

- 2.1 Complete Home Care Package documentation (including on the My Aged Care website, E-tools, Client files and Support Worker files) to a required standard and in a timely manner, making changes as required.
- 2.2 Assist the Senior Manager and Manager Community Aged Care Services with preparation, management and monitoring of client budgets in relation to care provision.
- 2.3 Review and update the My Aged Care Website and E-tools program as required.
- 2.4 Lodge all required reports to the Commonwealth Department of Human Services.
- 2.5 Ensure HCP operates within funding guidelines.
- 2.6 Liaise and coordinate brokerage services if required.

**3. Staff Management**

- 3.1 Participate in the recruitment and selection of support staff for Home Care Packages program.
- 3.2 Participate in Induction and Orientation trainings for new CHSP and HCP staff.
- 3.3 Supervise and mentor support workers, including identifying training and developmental needs.
- 3.4 Monitor staff timesheets and mileage claims.
- 3.5 Assist with annual performance appraisal of support workers who are supporting Home Care Package clients.



**4. Promotion of Home Care Packages**

- 4.1. Respond to initial telephone and other queries from prospective clients / client representatives about Umbrella Home Care Packages.
- 4.2. Organise initial home visits with prospective clients to discuss Home Care Package information.
- 4.3. Establish effective working relationships with ACAT and RAS teams and other relevant community and health organisations.

**5. Administration**

- 5.1 Liaise with suppliers for ordering required goods and equipment for clients.
- 5.2 Liaise with allied health professionals to coordinate specialised services for clients.
- 5.3 Participate in team meetings and general staff meetings and liaise regularly with Umbrella Inc. management, including monthly reporting to the CEO.

**6. Other**

- 6.1 Maintain Senior First Aid Certificate and Risk Management protocols.
- 6.2 Promote a safe working environment and work within WHS guidelines.
- 6.3 Follow Umbrella's Code of Conduct, policies and procedures and work within the policies and procedures of the organization.
- 6.4 Promote positive ageing, dignity, independence and wellness principles.
- 6.5 Other duties as required by the CEO.

**Selection Criteria**

The required skills and knowledge for the position of Coordinator HCP are as follows:

**Essential**

1. Qualification in health-related discipline, community services or social sciences
2. Experience in coordination of Home Care Packages
3. Understanding of the Aged Care Quality Standards
4. Knowledge of Consumer Direct Care, including facilitating client involvement in decision making
5. Demonstrated skills and experience in client assessment and reassessment and related documentation
6. Ability to provide clear supervision to staff and work within a team environment
7. High level of interpersonal and relationship building skills
8. High level of written and verbal communication skills
9. Preparedness to work within Umbrella's Philosophy, Values and Mission
10. Demonstrated ethical standards and values

**Desirable**

1. Knowledge of diversity, access and equity issues for CaLD and LGBTI seniors
2. Current Drivers Licence

**Position description agreed by employee**

Name	
Signature	
Date	