



WWHS

West Wimmera Health Service

Position Description

Position:	Home Care Packages Care Co-ordinator
Location:	Based at Nhill, but may be required to work across all sites as mutually agreed upon
Reporting to:	Manager Community Packages
Division:	Community Health
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service. We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroce, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • WWHS Employees • Manager Community Packages • Executive Director Community Health 	<ul style="list-style-type: none"> • Consumers and family members • External community care providers and organisations

Position Overview:

The primary purpose of this position is care coordination to ensure the effective delivery of services to WWHS Home Care Packages consumers. These consumers include individuals with complex care needs and who are at risk of premature or inappropriate residential care or whose quality of life is adversely affected by their disability.

Key responsibilities:

- Process referrals and undertake initial assessment of WWHS Home Care Package consumers.
- Using a Consumer Directed Care approach, initiate Care planning meetings with consumers and, where relevant, their appointed delegate, service providers, primary care providers, and family.
- Develop the Home Care Agreement, including Care Plan and Budget as per the Home Care Package Operational Guidelines.
- Coordinate the provision of services for each consumer as per the care plan, including referral to external services for assessment and services.
- Maintain regular contact with the consumer and their representatives, including ongoing monitoring, reassessment and review of the Care Plan when needs change and in line with the Aged Care Standards Requirements.
- Support consumers with referral for review by the ACAS team via My Aged Care if needs significantly change.
- To be part of the community packages rotating after-hours on-call phone roster.

Statement of duties:

Professional Practice:

- Provide care co-ordination for WWHS Home Care Package Consumers in line with the Commonwealth Government Home Care Package Operational Guidelines and the WWHS Home Care Package policies, protocols and guidelines.
- Ensure regular contact with Home Care Package Consumers and their representatives both through face to face home visits and phone/telehealth communication, throughout the assessment, care planning, service agreement development and ongoing monitoring and review of service provision processes.
- Ensure all assessment, care planning and service delivery identifies areas of risk, both in relation to the consumer's environment and their health status, and ensure that actions to minimize and manage these risks are included in service delivery planning.
- Understand and respect client rights, including dignity of risk, and ensure any issues are discussed and clearly documented and that relevant consent forms or refusal of services documentation are completed.
- Be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.
- Maintain accurate records of consultation with and referral to service providers including general practitioners and Allied Health practitioners to facilitate communication of relevant client information, recommendations and actions advised.
- Recognise, respond to and escalate where necessary any changes in the consumer's condition.
- To be part of the community packages rotating after-hours on-call phone roster.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Aged Care Act, Aged Care Quality Standards, and Home Care Package Operational Guidelines) and actively promote compliance to any such standards and legislation.
- Attend relevant professional development opportunities.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Attend all required staff meetings and trainings.
- Work in accordance with the Charter of Aged Care Rights and the WWHS Code of Conduct and demonstrate commitment to the WWHS Values.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work with other staff as appropriate to effectively manage such risks.
- Demonstrate comprehensive understanding and application of the Aged Care Quality Standards in relation to home care packages.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Packages team members, customers, volunteers, and WWHS staff.
- Maintain confidentiality as per WWHS Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:**Essential:**

1. Professional qualifications of Registered Nurse, Allied Health Practitioner or relevant community services field, with post graduate experience in aged care including community based experience.
2. Well-developed interpersonal skills, effective communication and organisational skills.
3. Demonstrated clear and analytic thinking and strong problem-solving skills.
4. Demonstrated ability to work well as part of a team and contribute to a positive team environment and culture.
5. Experience in using technology to support effective documentation, communication and service delivery – for example, client management system software.
6. Demonstrated and ongoing commitment to professional development.

Desirable:

1. Previous experience working in similar position or field of work, with demonstrated case management skills and experience.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's Licence

Internal Direct Reports:

Nil

External Direct Reports:

Nil

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By: Executive Director Community Health	
Name:	
Signature:	Date:

Position Incumbent Name:	
Signature:	Date:

Reviewed March 2024