

JOB DESCRIPTION

Care Coach

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

Our care coaches are core to the Uniting team, and live and breathe Inspired Care. This role is central to the delivery of our person-centred care approach. Care coaches work alongside of care staff to ensure care is delivered at a high standard by skilled staff. Once settled, they actively seek out education opportunities to engage and build capacity amongst the whole care team.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of our Residential Service, within the Ageing team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre
- Actively engage and participate in the performance management framework and review processes at Uniting
- Act in a manner which role models, upholds and positively reflects the Uniting values, Code of Conduct and Ethical Behaviour
- Contribute to a culture of openness, feedback and productivity.

- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures. Report and monitor safety procedures, including acting on reports of injuries and incidents, in line with the Uniting's WHS policies
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Care Coach, your role specifically will require you to:

Education and Coaching

- Work with all members of the team on back to basic care and create vibrant living spaces
- Seek out members of the team who need support and upskilling
- Facilitate CNE to come to site to deliver education monthly
- Facilitate and deliver Education that is meaningful for each home based on individual needs of the home
- Arrange external bookings for Education and collate and update the Education Matrix keep the calendar up to date
- Facilitate competency completion –including Safe handling and annual training (fire chemical)
- Work Collaboratively with the homemakers – implementing a coaching and mentoring approach, to build the capability within the care teams.

Operational Processes

- Facilitate clear and accurate communication about client care and service delivery
- Participate in the activities of the home to support the care team
- Work within relevant government legislation and Uniting policies and procedures
- Queries and complaints from our clients and their families, as well as your co-workers and other service providers, that come your way, will be handled with a confidential and timely escalation
- Monitor our equipment to ensure it's in safe working order and request maintenance and repairs when needed
- Attend to audits and quality activities as needed and participate in audits (and other activities aimed at continuously improving our service) that help us identify and reduce client incidents and unsafe work practices.

Client Management

- Manage and develop good relationships with key stakeholders to ensure an active partnership is achieved
- Work as part of a team, careful not to take over from the Homemaker
- Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
- Excellent relationships with key Education suppliers
- New residents and their families are welcomed and supported with Introductions to the role of Care Coach
- Assist residents in their daily care alongside of the care staff
- Respectful and confidential when answering enquiries or complaints
- Advocate with and for our clients and families to enable choice and decision making that supports independence and quality of life
- Build rapport with our team, clients and their families to encourage their social and recreational interests and enable them to participate in the community

- Clients, carers and families can be confident that you'll take on-board their feedback, leading to improved customer experience for everyone in the service
- Actively demonstrate a genuine interest in our clients and help monitor their progress. Report any changes or concerns to the Service Manager.

People Leadership

- Act in a manner which upholds and positively models the organisation's Code of Ethical Behaviour
- Take care for the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedure and instructions (written or verbal). Your attention to personal safety and risk management, use of appropriate manual handling techniques and food and correct chemical handling procedures will contribute to a safe workplace
- Contribute to a cohesive and harmonious team that respects each other's diverse ideas and abilities
- Maintain skills and knowledge related to your role, including regular attendance at training, team meetings and one-on-one supervision/support meetings with your Service Manager.
- Support new or less experienced members of the team by sharing your knowledge and setting an example with your high standards of work and by supporting the Home Maker with induction and onboarding of new care staff.

Organisational Responsibilities

- Communicate and act in ways that reflect the Service Group's commitment to strengths-based practice
- Contribute positively to the operations of the Service Group and the realisation of our Strategic Plan and policies
- Develop a thorough knowledge of the Service Group Strategic Plan; your program specific and Service Group policies and practices
- After consultation, be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
- Accurately complete relevant authorised leave forms and comply with governance and compliance requirements.

Professional Responsibilities

- Engage in professional development and set and fulfil development goals
- Participate in all required training for the position
- Use the Service Group Library and other resources to remain knowledgeable about practice and other developments relevant to your position
- In consultation with the Service Manager agree on the frequency of regular supervision and actively participate in this supervision
- Actively participate in the annual performance review.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Ageing
You'll report to: Service Manager

YOUR KEY CAPABILITIES

Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
- **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
- **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
- **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

Certificate 4 In Aged Care with demonstrated care experience; Medication module - Provide Physical Assistance with Medication, or equivalent and relevant to the field of work.

Experience:

Typically this role will require 2 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

Your experience ticks the following boxes:

- Good understanding of the Aged Care legislation and standards
- Good understanding of key aged care policies
- Great communication with staff and demonstrated customer service skills with the ability to get along easily with others
- A gift for working collaboratively with a team and confident flying solo
- Able to problem solve, negotiate, mediate and resolve conflict
- Demonstrated attention to detail
- Experience in coordinating and delivering education
- Good understanding of Work Health and Safety principles and risk management practices

- Tech savvy with the capacity to document and communicate electronically, including via email and mobile phone
- Experience using client/care management systems
- Great organisation and time management skills.

Even better:

- A good insight into the health, social or aged care services industries
- Previous experience in coaching and Quality systems management
- Current First Aid certificate
- Working towards Cert 4 In workplace training and assessing.

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	