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| Your Role | Community Care Coordinator | Reports To | Regional Manager Community |
| Stream | Click or tap here to enter text. | Line Manager | Click or tap here to enter text. |
| Key Relationships | Regional Manger  Community Care Coordinators  Home Care Employees  Customer Liaison Team (CRT and ST) | Team | Click or tap here to enter text. |

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| Your Purpose |
| The position of Community Care Coordinator is responsible for carrying out the Mission and Values of Whiddon by coordinating and promoting high quality services to community members. The Community Care Coordinator will be required to oversee the coordination of services for their region and to ensure that a timely high-quality service is provided to their clients. |

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| Your Profile |
| **Essential**  Minimum Certificate IV in Community Services Management.  Demonstrated knowledge of the aged care industry including the Single Quality Framework.  Experience supervising a team, including recruitment and selection, rostering, performance management and ongoing supervision.  Willingness to positively participate in and supporting organisational change and culture.  Experience managing individual client budgets including case management, service scheduling and maintaining budget.  Experience managing site level budgets.  Good time management, interpersonal, communication and presentation skills, particularly the promotion and marketing of current services.  Experience with networking within the local community and broader aged care industry.  Experience with continuous improvement principles, and working within the relevant standards.  Advanced computer skills, including knowledge of Microsoft Office, rostering and client care managements systems and network systems.  Ability to travel for work purposes and willingness to travel between sites as required.  **Desirable**  Previous experience in a similar role. |

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| Your Responsibilities | |
| Community Care | * All aspects of staff supervision including recruitment of staff, induction and orientation for care workers, rostering and ongoing support of their team and performance management. * Management of team meetings at site level with required agenda and minuting. * Collaborations with Regional Managers, NDIS Team Leader, Customer Liaison Team Leader, and marketing team for service growth in the area. * Participation and lead in local marketing events and presentations. * Ensure compliance with Whiddon’s Community Care policies, procedures and processes, SQF and participate in continuous improvement, quality and audit activities. * Manage individual client CDC budgets to ensure that appropriate services are provided, that clients stay within budget and that a high standard of care is provided, compliant with the package guidelines. * Manage site budgets alongside Regional managers to ensure viability of ongoing service provision. * Liaise with all clients, to ensure timely service is provided, and that appropriate cost of service is charged. * Work with the Customer Liaison Team to ensure appropriate rostering of client services. * Responsible for staff performance reviews including competency assessment, skill sets and management of MyLearning compliance. * Responsible for payroll processes for their Home Care Employees, including timesheet verifications and leave processing. * Work alongside other Whiddon business units to foster a positive environment, including Residential and ILU team members. * Participation in the rotating on-call roster. * Manage brokerage relationships with both service partners and contractors to ensure compliance and effective relationships. |
| Work Health and Safety | It is a responsibility of all employees to ensure the safety of themselves and others in the workplace by:   * Complying with Whiddon’s Work Health and Safety Policies and Procedures at all times; * Conducting themselves in line with Work Health and Safety legislative requirements at all times; * Following reasonable directives where safety is concerned; * Identifying and reporting hazards, incidents and safety breaches or concerns. |

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| Your Commitment |
| By accepting your role at Whiddon, you commit to performing your role to the best of your ability, in line with expectations, and in doing so demonstrating your commitment to The Whiddon Way, MyLife and Relationship Based Care in the workplace by:   * Maintaining and improving our clients’ wellbeing through the seven wellbeing outcomes – applying the MyLife Model of Care; * Applying Whiddon’s Relationship Based Care tools and approach every day; * Ensuring that the clinical, emotional, social and wellbeing needs of our clients are met; * Demonstrating our values with clients and team members, through;   + Nurturing relationships and communities: showing kindness, care, respect and inclusiveness in all interactions with clients and team members. Being inclusive means nurturing relationships, treating everyone as an individual, and accepting everyone as they are.   + Being progressive and innovative: being brave and open to new ideas.   + Creating exceptional impact: listening, understanding and making a difference. |