

Uniting AgeWell Position Description

Position Information

Position Title:	Care Organiser	
Division/Department:	As per employment contract	
Reporting to:	As per employment contract	
Enterprise/Individual Agreement:	As per employment contract	
Classification/Grade:	As per employment contract	
Location:	As per employment contract	
Employment Status:	As per employment contract	
Resource Management	Home Care Workers	Indirect reports:
Key Relationships:	Internal: Multidisciplinary team, Volunteers, Ancillary Staff, Clients and their representatives, Hospitality Staff, UA Community Care Staff	External: Medical Officers, Aged Care Assessment Service (ACAS) Professional Bodies, Brokerage Agencies, Local Networking groups, Referring Agencies, Government Departments, Suppliers, Relevant other service providers, Health Providers and Community Services within the program's catchment area
Position Specific Credentials, Qualifications & Experience	<ul style="list-style-type: none"> • Experience in communicating effectively and maintaining professional relationships with a diverse range of people, including older people or those who have disabilities • Experience in administration, database and finance systems • Experience in managing and coordinating staff rosters and working within client budgets • Demonstrated knowledge of Consumer Directed Care principles and practice • Capacity to have a high level of proficiency in computer applications including Microsoft Office, Excel, Access and other specialized programs • Capacity and the ability to maintain professional relationships with clients, their representatives and carers, facilitating their involvement in decision making • Capacity and the ability to communicate with staff, consumers, service providers, health professionals another community members to ensure the development of needs based consumer focused service delivery • Capacity and demonstrated friendly and professional telephone manner • Capacity to and the understanding of client confidentiality and information privacy • A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement • Working with Children Check (VIC) / Registration to work with Vulnerable People (TAS) • Drivers License (if required) • An obligation to have an annual vaccination(s) as per our vaccination policy • Capacity and willingness to travel throughout Victoria and Tasmania as required 	

Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options,

we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.



Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.

We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.

We celebrate and value the diversity of our communities, staff and volunteers.

Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support and Trust** – underpinned by **our values of Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website www.unitingagewell.org

Position Purpose

The Care Organiser will provide support to the Director, Program Manager and Care Advisors, with an active role in maintaining day to day service delivery and coordination of client services, including rostering and scheduling of Home Care Workers and processing of invoices. Working within a multidisciplinary team, act as the key contact person for clients requiring service coordination and ensuring that client finance information is managed in a timely and accurate manner. The Care Organiser will ensure that the administrative requirements of the program are maintained in accordance with Departmental and organisational requirements.

The Care Organiser will also be tasked with:

- Assisting the Care Advisor, Program Manager and/ or Team Leader in providing mentoring and supervision to Home Care Workers and promote a harmonious team approach to the delivery of community services
- Where Programs are co-located with Commonwealth Home Support Programs (CHSP), the Care Organiser will support staff in assisting with planning and coordinating activities, client intake, and service planning/ review
- Promote and participate in quality activities, and provide outstanding customer service maintaining friendly, supportive and professional relationships with clients, their relatives and friends. Support colleagues by sharing knowledge and expertise.
- Play an active role with the UA team, participating in building a community based culture that fosters a spirit of the BEST way of life, supporting our people to be their best, give their best and help our community to live their best

Our Care, Our Future

Uniting AgeWell Strategic Plan 2022 – 2026



All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.
Strategic Priority 1: Our customers are at the heart of everything we do
Strategic Priority 2: We are an employer of choice
Strategic Priority 3: We are sustainable
Strategic Priority 4: We are proudly an expression of the Uniting Church
Strategic Priority 5: We are a learning organisation



Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p>Administration</p> <p>To manage the office and provide effective and efficient administration support to the Director, Program Manager and Care Advisors to ensure that administration systems are consistent and compliant and in accordance with UA policies and procedures</p> <ul style="list-style-type: none"> • Effective management of office systems, supplies and budget including records management, document control, processing accounts and monthly reports 	<ul style="list-style-type: none"> • Program administrative functions are completed in a timely and accurate manner. • All reporting requirements and statistics are delivered within required timeframes.
<p>Customer Service</p> <p>To provide excellent customer service to all of our people, clients and stakeholders including clients and external suppliers to ensure that client's rights, cultural, spiritual and other individual needs are incorporated in all aspects of care and daily living.</p> <ul style="list-style-type: none"> • Provide excellent, helpful service to clients, visitors and staff • Where Programs are co-located with CHSP, support staff to assist with planning activities, client intake, and service planning/ review • Communicate with clear and unambiguous language in all interactions, tailored to the audience • Build customer relationships and greet clients promptly and courteously • Actively seek to understand clients and their family's expectations and issues, using multiple strategies • Use data to identify breakdowns in internal processes and systems that directly impact client care and customer service • Respond quickly and proactively and escalate concerns to Care Advisor when necessary • Role model and actively promote a culture of high quality client care and experience by ensuring that solutions, practices and procedures are carried out with empathy and compassion. 	<ul style="list-style-type: none"> • Client service satisfaction surveys within agreed targets • Compliments to complaints ratios • Issues are escalated to the manager and resolved in a timely manner • Up to date information is recorded on the database. • All client data and records are accurate and up to date. • Service delivery is conducted in an efficient and friendly manner • Client services are provided as required and within budget.
<p>Staff Coordination</p> <ul style="list-style-type: none"> • To participate in the recruitment and orientation of Home Care Workers and Activity Workers, as required. • To ensure appropriate rostering of Home Care Workers and Activity Workers (as required) to meet client service needs. • To assist in the supervision of Home Care 	<ul style="list-style-type: none"> • Staff clearly understand their role and responsibilities • Staff rostering is conducted in accordance with UA Policy. • Annual performance appraisals are up-to-date



<p>Workers and Activity Workers (where required).</p> <ul style="list-style-type: none"> To coordinate and undertake annual performance appraisals for Home Care Workers and Activity Workers, as necessary. To maintain up to date staff records, timesheets and rosters. To facilitate staff attendance for in-service training. Participate in an on-call roster, where requested. 	
<p>Person Centered care</p> <p>Working collaboratively within a multi-disciplinary team and with our staff and customers to provide an environment that supports peoples’ physical, emotional, social and psychological needs</p> <ul style="list-style-type: none"> Engage in communication with customers and their families to understand and evaluate the customer experience at UA Promote person centred and directed care through the activities and education run through the Quality Unit Escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner Capacity to work effectively with all parts of the organisation including senior managers, care managers, team leaders and staff in implementing change and managing critical incidents Good communication, problem solving, influencing and negotiation skills, including the capacity to facilitate resolutions of complaints 	<ul style="list-style-type: none"> Person Centred Care is delivered within the scope of the Care Organiser role including but not limited to assisting clients with service coordination in accordance with their care plan that supports the client’s individual needs and lifestyle preferences Any change of request outside of the current care, service or dietary plan is escalated to the Care Advisor for review and recorded within residents notes including any changes or concerns as soon as practicable (within shift) Client consent is obtained (verbally) each time
<p>Employee Experience</p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p>Believe we can make a difference everyday</p> <ul style="list-style-type: none"> Be committed to making a difference to the people we support and our community <p>Excel by improving the way we work and partner with others to share & gain wisdom</p> <ul style="list-style-type: none"> To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things Participate in learning and development aligned 	<ul style="list-style-type: none"> The BEST way of life is evident in the individual’s daily contribution in the work place. Improvement in service delivery for residents and clients Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices Cohesive and supportive team cultures is embedded A commitment to diversity and inclusion and living the UA values Promote a culture of continuous learning All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing



<p>with our BEST, Values and Customer Promise and Charter</p> <p>Supporting our people and valuing their contribution, experience and differences</p> <ul style="list-style-type: none"> Support each other to adhere to the BEST way of life <p>Trusting in our relationships to build strong and collaborative partnerships</p> <ul style="list-style-type: none"> To create a workplace culture of trust 	<p>best practise</p>
<p>Health and Safety</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students</p> <ul style="list-style-type: none"> Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace Present at work fit for the physical and mental demands of your role Take reasonable care for your own safety, the safety of your employees, colleagues and clients To attend and support staff meetings and staff training programs 	<ul style="list-style-type: none"> To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations Adhere to Uniting AgeWell OHS policies, protocols and safe work procedures Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe Mandatory training completed within organisational determined timeframe and as directed by the site RSM
<p>Quality, Compliance & Risk Management</p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA's framework, high quality care is defined as care that is 'Responsive, Integrated, Safe and Effective' (RISE)</p> <ul style="list-style-type: none"> To maintain an understanding of the Aged Care Quality Standards; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities To identify and report high impact- high prevalence clinical risks, ensuring that customer choice is considered and they are informed and supported in choice and decisions. To work within the Clinical Governance Framework, as applicable 	<ul style="list-style-type: none"> Compliance with the Aged Care Quality Standards and legal obligations To adhere to the policies and procedures of the organisation To participate in audits/quality reviews as required or as directed Care and services provided are designed and delivered to minimise risk



Other Duties & Requirements of the Position

Other Duties	<ul style="list-style-type: none">• Other reasonable duties as requested from time to time, completed effectively and within given time frames.
Requirements	<ul style="list-style-type: none">• Capacity and willingness to work within the ethos of the Uniting Church in Australia• Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially• Professional Boundaries are to be adhered to at all times• Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation's Objectives, Vision, and Values• Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes



Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C