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| **Key Position Information** | | | |
| **Job Title:**  Support Coordinator (Clinical) Project, Assurance Review | | **Reports To:**  Customer Engagement Manager | |
| **Team Name:**  Support Coordinator Team | **Division:**  Community Aged Care | | **Cost Centre:**  **xx** |
| **Work Area:**  [Shared Services, Operations] | **Work Area Code:**  xx | | **Location:**  xx |
| **Enterprise Agreement [EA]**  Yes  No | **Name of Enterprise Agreement**  SCHADS / NHAS / Individual Agreement | | **Classification [per EA]**  TBC |
| **Incumbent:**  NA | **Job Description**  New  Updated | | **Date Updated**  Aug 2024 |

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| **Primary Purpose of Job** |
| Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care’s point of view.  The Support Coordinator project role is responsible for providing quality case management and engaging with externally managed Home Care Package Clients to ensure their supports are safe and appropriate. In partnership with the client and/or their representative, their care and services meet their needs in line with the requirements outlined by the HCP program guidelines, Aged Care quality Standards and Holocaust Survivor Support Program (HSSP) funding, (if applicable).  The objectives of the project role are to ensure clients receiving services:  • are supported to remain living at home for as long as possible in line with their goals  • have choice and flexibility in their care and supported in their decision making  • are underpinned by dignity of risk, cultural safety and are trauma informed, health, wellbeing and reablement  • Maintain independence and continuation of participation within the community as described by them |

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| **Dimensions** | | | |
| **Direct Reports**  0 | **Indirect Reports**  0 | **Budget Financial Responsibility**  $nil | **Delegated Financial Authority**  $nil |

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| **Role Balance** | | |
| **People** – **percentage** of time getting things done through others | **Scheduling** – **percentage** of time planning, coordinating | **Technical** – **percentage** of time delivering based on knowledge and skills |

| **Key Result Area (KRA)** | **Key Accountabilities and Responsibilities**  *Accountable = “The buck stops here” Responsible = “The doer”* |
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| Jewish Care Values | * Act consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making. * Adhere to the organisation’s practice and behavioural guidelines in relation to the appropriate treatment of children. * Actively promote and support Jewish Care’s commitment to diversity and inclusion; act in accordance with our relevant Position Statements, policies, and procedures, including those that promote maintaining the standards of our Rainbow Tick Accreditation; and promptly report any breaches of cultural safety. * Adhere to the organisation’s Code of Conduct. * Report any suspicions, concerns, allegations or disclosures of alleged abuse to management. * Actively demonstrate our leadership behaviours – empathy, goal setting, personal development and belonging. |
| Operational role | * To work as a member of the Support Coordinator team to ensure the best outcome is achieved for clients and their carers. * Identification and thorough clinical assessment of clients with high unspent balances to ensure appropriate utilisation of their HCP budget, * Identification of clients on CHSP and ensure their care is appropriate per the funding available in line with the HSSP Rule of Subsidiarity * Assessment and identification of client goals to enable the development / assessment of a client directed care plan. * Maintain comprehensive up-to-date records in client files, assessments, care plans schedules and documentation reflects best practice at all times * Ensure practices comply with HCP Programme Guidelines and the Aged Care Quality Standards * Engage Key divisions (P&D, OH&S, Clinical Governance) to collaborate to resolve issues as required * Prioritise new referrals to ensure service provision is in line with budgetary expectations whilst promoting safe, high-quality care * Support/mentoring and education to clients and carers to enable active participation of their services. * Work in conjunction with Jewish Care services and other community agencies to implement client care as per care plans (ie Dementia Australia, discharge planners, social workers, etc) * Monitor and review of client goals and direction of care needs * Professionally and respectfully communicate with the client and other key stakeholder in ongoing development and review of care delivery * Support clients to navigate care and services within the services at Jewish Care, including pathways into Residential Aged Care as required |
| Self-Development | * Take responsibility for self-development by actively gaining knowledge relevant to contemporary people and culture as well as aged care, community care and disability research and practice. * Review current literature, attend professional development, network with peers in similar roles. * Participate in cross-team projects and learn from colleagues * Attend professional development activities to undertake professional development * Maintain professional standards of accountability, ethics and etiquette in relation to all Jewish Care matters * Maintain professional standards as required by AHPRA registration requirements * Participate in company meetings, reviews, training, special projects and/or activities as requested * Attend community forums/meetings to inform practice |
| Clinical Governance | * Demonstrate commitment to Aged Care Reforms * Adherence to the Aged Care Quality Standards * Participate in Continuous Improvement and Quality Management Plans, monitoring and reporting on progress to Manager * Commitment to Client feedback * Commitment to Open Disclosure * Participate in projects to deliver outcomes as required * Ensuring Compliance with Legislative and Service Agreement requirements |

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| **Corporate Accountabilities and Responsibilities** | |
| **Team Member** | * Energetic, collaborative and detail-focussed. * Perform work safely and complete tasks on time, on budget and in accordance with expectations. * Question, debate review with leader and peers. * Develops performance and career goals and initiates conversation with manager. * Professional Presentation |
| **OHS** | * Proactive in caring for the health, safety and wellbeing of all people in our work environment. * Ensure all appropriate actions are taken to implement OHS processes, procedures, work instructions, training, and legislative requirements. * Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care. |

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| **Key Relationships** | |
| **Internal** | * Community Aged Care team, including: * Support Coordination team * Support Advisor team * Rostering team * HSSP team * Finance * Residential Aged Care |
| **External** | * Clients, their families and representatives * External Service providers * Community Organisations |

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| **Values** | |
| Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values: | |
| ***Derech Eretz:* Respect** | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| ***Kehilla*:  Community** | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families. |
| ***Hachlala*:  Inclusion** | We embrace diversity and work together for a just and equitable society. |
| ***Achrayoot Chevratit*: Social Responsibility** | Behaving ethically, with sensitivity and acting in the best interests of all. |

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| **Role Required Capabilities**  Job description | |
| **Skills**  (the technical skills to do the job at a high level of accomplishment) | **Essential:**   * Evidence of ongoing learning and continuous improvement of clinical skills and knowledge * Demonstrated focus on enabling independence of clients and a person-centred approach * Ability to calmly and professionally manage emergency situations * Strong written and verbal communication skills * Supporting clients with dementia, and their families/ representatives * Palliative care experience * Strong Advocacy skills |
| **Knowledge & Qualifications**  (the specific qualifications required and knowledge fields are ideally required of the incumbent) | **Essential:**   * Current AHPRA registration in Division 1 Nursing or allied health   **Desirable:**   * xx |
| **Experience**  (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context) | **Essential:**   * Experience in case management * Ability to work with IT administrative and clinical software packages * Effectively prioritise competing demands * Ability to work within budgetary KPIs * Ability to work independently * Ability to work collegially within a team * Understand and promote a client centred approach * Ability to manage issues and emergency situations   **Desirable:**   * Experience in aged care |
| **Pre-Requisites** | * Australian Police Check * International Police Check (where relevant) * Working with Children Check (if required) * NDIS Worker Check (if required) * Commitment to providing professional and safe services to all residents and clients, including children and young people * Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury * Unrestricted right to work in Australia (Visa evidence required) |

**Employee Acknowledgement**

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:**

**People & Development at 619 St Kilda Road, Melbourne VIC 3004 or** [**P&D@jewishcare.org.au**](mailto:P&D@jewishcare.org.au)

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|  | Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community. |
| A close-up of a logo  Description automatically generated | Jewish Care is a Rainbow tick accredited organisation – proudly celebrating and warmly welcoming the rich diversity of our community as we strive to be inclusive for all. |
|  | Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority. |