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## SA Health Job Pack

Job Title	Community Care Coordinator
Job Number	675280
Applications Closing Date	19/10/2018
Region / Division	Country Health SA Local Health Network
Health Service	South East Regional Community Health Service
Location	MOUNT GAMBIER
Classification	ASO4
Job Status	Temporary Full time working up to 30/6/2020
Indicative Total Remuneration*	\$76,669 - \$80,480

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☒ Child Related Employment Screening - **DHS**
- ☐ Vulnerable Person-Related Employment Screening - **NPC**
- ☒ Aged Care Sector Employment Screening - **NPC**
- ☐ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

## Contact Details

Full name	Christine Stephenson
Phone number	8721 1320
Email address	christine.stephenson@health.sa.gov.au

# Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✍ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✍ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

**ROLE DESCRIPTION**

<b>Role Title:</b>	Community Care Coordinator
<b>Classification:</b>	ASO4
<b>Local Health Network</b>	Country Health SA Local Health Network
<b>Business Unit</b>	SERCHS
<b>Type of Appointment:</b>	<input type="checkbox"/> Ongoing
	<input checked="" type="checkbox"/> Temporary Term: 30.6.2020
	<input type="checkbox"/> Other Term:
<b>Role Created/ Review Date:</b>	Created February 2017
<b>Criminal History Clearance Requirements:</b>	<input checked="" type="checkbox"/> Aged <input checked="" type="checkbox"/> Child- Prescribed <input type="checkbox"/> Vulnerable <input type="checkbox"/> General Probity

**ROLE CONTEXT****Primary Objective(s) of role:**

Country Health SA Local Health Network (CHSALHN) has moved to a Consumer Directed Care model for the provision of aged care, disability and home support services. This allows consumers to maintain greater control over their lives by allowing them to make choices about the services they receive and who delivers those services. Consumers are encouraged to actively participate in identifying and setting goals, and to determine what level of involvement they want in managing their own care arrangements.

As a member of a multi-disciplinary team, the Community Care Coordinator assists in the development, implementation, coordination and evaluation of community based ageing and disability programs to support those who wish to remain living in their own home with some assistance.

**Direct Reports:**

The Community Care Coordinator is responsible for service provision and staff allocation which may include:

- Community Support Workers
- Clinical and Allied Health Assistant staff
- Paramedical Aides
- Home Helpers and Respite Care staff
- Volunteers

**Key Relationships/ Interactions:**Internal

- Works as part of a multi-disciplinary team
- Reports to the site Home Support Co Ordinator
- Is required to collaborate with other team members across a range of State and Commonwealth funded programs that may include the Home Support Program, Home Care Package Program, Community Health Programs, National Disability Insurance Scheme and Home and Community Care Program
- Develops and maintains an effective working relationship at all levels within the health service.

External

- Liaises with other regional State and Commonwealth government agencies

- Liaises with other health professionals, General Practitioners and Non-Government agencies.

### Challenges and opportunities associated with role:

*Challenges and opportunities associated with this role include:*

- The Community based ageing and disability sector is experiencing many changes and teams are required to be adaptive and agile as they plan to meet the new market driven demands.
- Under the Consumer Directed model teams are asked to design and deliver goal based services to best meet consumer need and choice, whilst understanding the cost pressures and fiscal constraints of each program.
- Identifying and supporting the unique needs of particular groups. Respecting and acknowledging the cultural and linguistic needs of clients is essential to designing a service that best meets their needs and ensures equitable access to health information when and where it is required.
- Ability to function autonomously and exercise independent professional judgement, undertaking complex assessment and planning tasks.
- Supporting the delivery of high quality therapy services whilst ensuring compliance with program fiscal, data and quality control policies and legislative requirements.

### Delegations:

- Nil

### Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

### Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

### General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.
- Meet immunisation requirements as outlined by the *Immunisation Guidelines for Health Care Workers in South Australia 2014*.
- Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).
- *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- Disability Discrimination.
- Code of Fair Information Practice.
- Relevant Awards, Enterprise Agreements, *Public Sector Act 2009*, *Health Care Act 2008*, and the SA Health (Health Care Act) Human Resources Manual.
- Relevant Australian Standards.
- Duty to maintain confidentiality.
- Smoke Free Workplace.
- To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.

### Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

### Special Conditions:

- May be required to work outside of normal business hours.
- Current driver's licence and a willingness to drive.
- Must be an Australian Resident or hold a current working visa.
- Frequent travel within the South East Region and intra state travel will be required
- Attend training workshops, meetings, seminars and conferences as required.
- The position is primarily located at either Mt Gambier, Millicent or Naracoorte but the incumbent may be required to work from other sites within the South East region.
- Travel to metropolitan and other country areas in the State to attend meetings.
- It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
- Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- May be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- Appointment is subject to a satisfactory Child Related & Aged Care Sector Background Screening and National Criminal History Check obtained through the Screening and Licensing Unit, Department for Communities and Social Inclusion to be renewed every 3 years thereafter from date of issue.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Program Coordination and Management</b>	<p>Ensure programs are coordinated and delivered in a manner which supports the philosophies, aim and vision of CHSALHN.</p> <ul style="list-style-type: none"> <li>• In conjunction with the team leader, manage the program budget and fulfil the financial and statistical reporting requirements of funding bodies;</li> <li>• Maintain current and relevant policy knowledge of funding bodies, program guidelines, publicise and promote the service to other health workers and the wider community</li> <li>• Ensure the smooth operation of programs that respond to the requirements of Consumer Direction and choice.</li> <li>• Maintain program waiting lists, liaising with the appropriate teams to ensure information is accurate and reflective of current client need.</li> <li>• Provide written reports and analysis to the team leaders as required.</li> <li>• Interpret and implement the program eligibility criteria and support those deemed ineligible to explore alternate sources of support as appropriate.</li> <li>• Ensure the efficient and effective implementation of brokerage and contractual arrangements to various external organisations as required;</li> <li>• Liaise with the appropriate teams in the assessment of clients for future services.</li> <li>• Contribute to the implementation of relevant program contractual obligations and performance standards and identify and document opportunities for improvement and potential areas of risk.</li> <li>• Discuss and document the agreed consumer contribution expected for each program as the services are agreed.</li> <li>• Ensure assessments with clients (and carers) are conducted in accordance with policy and procedures and accords with the principles of wellness and reablement.</li> <li>• Oversee and have an understanding of site administration, data collection and reporting requirements to ensure each service is recorded, monitored and reported accurately and within reporting timelines.</li> <li>• Manage interactions with Commonwealth services such as the My Aged Care and My Place portals where required.</li> </ul>
<b>Planning, Implementation &amp; Evaluation</b>	<ul style="list-style-type: none"> <li>• Plan and implement the consumer directed care model by delivering services that allow consumers to have greater control over their own lives and required services.</li> <li>• Ensure services offered use strengths based and restorative approaches required to build and maintain independence.</li> <li>• Develop programs that are flexible and responsive to individual client needs;</li> <li>• Collaborate with the relevant team members to develop and maintain work procedures that meet relevant program standards to ensure the provision of on-going high quality service to consumers;</li> <li>• Obtain and record demographic and other relevant data to assist with planning and development of community based services;</li> </ul>

<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• Facilitate personal and professional growth of staff through provision of in-service education programs and access to external courses or seminars, consistent with assessed staff and client needs;</li> <li>• Undertake staff selection, development and appraisal processes under the direction of the Team Leader;</li> <li>• Provide staff and volunteers with feedback on work performance, including the use of review and development tools.</li> </ul>
<b>Service Provision</b>	<p>Ensure the provision of high quality and appropriate services for clients of community based services:</p> <ul style="list-style-type: none"> <li>• Ensure holistic care of clients by developing an understanding of the roles of other health care workers and agency personnel to facilitate appropriate cross-referral and multi-disciplinary teamwork;</li> <li>• Ensure that information regarding access, eligibility and range of services is available and provided to clients and carers;</li> <li>• Facilitate consultation between staff, clients and carers in the planning of services;</li> <li>• Protect the rights of individuals and groups;</li> <li>• Act as a client advocate to assist individuals to make informed decisions;</li> <li>• Support values that respect historical and contemporary Aboriginal cultures so that Aboriginal people are recognised as having a special connection with Country;</li> <li>• Ensure the needs of individuals from all cultures are met through the provision of appropriate services;</li> <li>• Ensure that accurate, clear records are maintained of all services delivered;</li> <li>• Ensure that changes to client care identified, especially in the review process, are incorporated into the care plan and delivered as required;</li> <li>• Support and encourage staff to identify and report when services do not meet individual client needs and a change or reassessment may be required;</li> <li>• Assist staff to evaluate client care using feedback from appropriate sources e.g. clients, family, staff; and ensure Quality Improvement processes are in place to continually monitor and improve outcomes and quality of services;</li> <li>• Maintain professional relationships with clients and members of the public;</li> <li>• Investigate and respond to client complaints and other identified service delivery issues and take every opportunity to promote and improve available services.</li> </ul>
<b>Personnel &amp; Organisation</b>	<p>Responsible for the management of Human Resources:</p> <ul style="list-style-type: none"> <li>• Promote a safe, healthy and hazard free working environment in accordance with the Country Health SA Occupational Health, Safety and Welfare (OHS&amp;W) policies and current legislation applicable in the state of South Australia;</li> <li>• Ensure that the team has the appropriate numbers of skilled staff and volunteers to provide services as determined through organisational and regional planning processes;</li> <li>• Ensure that appropriate procedures are available for staff and volunteers to follow in the conduct of their role;</li> <li>• Supervise and promote effective working relationships across team and program boundaries, including the allocation and rostering of staff and volunteers.</li> <li>• Select appropriately skilled staff and volunteers to support the delivery of the required care plan;</li> <li>• Ensure the rights of staff and volunteers are respected and supported within the workplace.</li> <li>• Ensure staff and volunteers receive appropriate orientation into the workplace and the terms and conditions of the relevant programs.</li> </ul>

<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Participate in the Quality Improvement program with particular emphasis on meeting or exceeding the Community Care and Home Care Common Standards;</li> <li>• Assist with and support any internal or external audit processes.</li> <li>• Comply with relevant data collection processes and reporting requirements;</li> <li>• Evaluate the effectiveness of services and programs as required</li> <li>• Adhere to Infection Control guidelines set out by the organisation and ensuring that Universal Precautions are utilised at all times;</li> <li>• In co-operation with others, and where clearly documented, participate in teaching skills to staff and students and assessing competencies.</li> </ul>
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## **Knowledge, Skills and Experience**

### **ESSENTIAL MINIMUM REQUIREMENTS**

#### **Educational/Vocational Qualifications**

#### **Personal Abilities/Aptitudes/Skills:**

- Ability to lead multi-disciplinary teams in service delivery and goal directed care planning theories.
- Excellent interpersonal and negotiating skills.
- Demonstrated high level analytical skills.
- Ability to facilitate group discussions and meetings.
- Well-developed communication skills, both oral and written and the ability to adapt styles appropriately to suit health professionals and clients.
- Demonstrated capacity to display empathy and understanding in working with vulnerable people from varying cultures and backgrounds.
- Excellent problem-solving skills and demonstrated creativity and initiative.
- Demonstrated high level of organisational and decision-making skills, including time management, priority setting and responding to complex situations.
- Demonstrated ability to liaise effectively with a wide range of health professionals, human service agencies and community groups.

#### **Experience**

- Demonstrated experience in preparation and analysis of reports, quality compliance, accreditation, collection and maintenance of required data.
- Demonstrated experience and proficiency in a Managerial /Supervising role and the supervision of staff.
- Experience in the provision of aged care, palliative care, rehabilitation, and disability or community health services.
- Experience in working in a community setting and undertaking community consultation and community development activities.
- Experience in working within a multidisciplinary team.
- Experience in Word, Excel, Email.

#### **Knowledge**

- Well-developed understanding of the Consumer Directed Care (CDC) model of care.
- Knowledge of budgetary principles relating to program cost management and expenditure monitoring.
- Understanding of the ageing process and the impact of disability on the physical, emotional, psychological and cognitive needs of individuals.
- Sound knowledge in working with client and carer issues incorporating problem solving skills in complex caring situations.
- An understanding of the needs of frail aged and disabled community members.
- Understanding of the principles of social justice and primary health care principles.
- Knowledge of the practical issues surrounding aged care and disability services in the community or admission to residential care.
- An understanding of continuous quality improvement processes.
- Understanding of Equal Employment Opportunity and Occupational Health, Safety and Welfare legislation and the ability to manage service provision and safety in the workplace.

### **DESIRABLE CHARACTERISTICS**

#### **Educational/Vocational Qualifications**

- Sound understanding of financial and statistical reporting requirements.
- A Certificate 3 or 4 in Aged, Community or Disability Services or relevant managerial experience.

#### **Experience**

- Experience in rostering staff.
- Experience in initiating, planning and conducting significant programs in health or human services.
- Experience in working with senior management on complex issues and conducting difficult negotiations.
- Understanding organisational change in service delivery.
- Experience in service delivery in community services.

## Knowledge

- Knowledge of Health and Community Care principles.
- Knowledge of other health and welfare agencies both Government and non-Government.
- Knowledge of the role and function of Commonwealth Home Support, National Disability Insurance Scheme and Home Care Packages and the Consumer Directed Care Model.
- An understanding of health service planning and evaluation techniques.
- An awareness of the state and national political and socio economic environment that reflects on health, disability and aged care policy development and service provision.
  - An understanding of the philosophy of social inclusion.
  - An understanding of the principles of primary health care.
  - An understanding of quality assurance processes.

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Country Health SA Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

## Values

### SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

### White Ribbon

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

### Cultural Statement

CHSALHN welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. CSHALHN is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**