

# Care Coordinator Job Description



Form Code: HCJD\_08

Authorised by: GM Home Care

**JOB TITLE:** Care Coordinator  
**RESPONSIBLE TO:** General Manager, Home Care Services  
**DIRECT REPORT:** N/A  
**EMPLOYMENT TYPE:** Full time / Part Time

Reporting to the General Manager, Home Care Services, the Care Coordinator is responsible for the effective and efficient provision of Home Care Services to a designated portfolio of Clients on behalf of Rembrandt Living. This includes overseeing support staff undertaking activities for those Clients and ensuring that service delivery standards are met.

## Management and Accountability:

- Contributes to the development, design, delivery and review of an integrated suite of high quality services that align our service delivery and systems of support with sector-wide home care.
- Promotes Rembrandt Living Home Care as a preferred provider of service delivery choice for consumers and participants.
- Supports quality assessment, care planning and service delivery processes, consistent with evidence based practice and positive case management principles within the Governance Framework.
- Ensures culturally appropriate strength based practices combine with Consumer Directed Care, Aged Care contemporary practices to inform serviced models and our work with consumers/carers.
- Coordinates consumer services in line with funding agreements, individual budget requirements and individual goals.
- Coordinates consumer scheduling and staff allocation to promote continuity of service provision.
- Ensures consumer/carer rights are acknowledged whilst fostering the development of mutually respectful working relationships, self-determination and positive self-care.
- Coordinates service delivery capacity to support people with high level, complex health care and to optimise independent living at home and in the community.
- Promotes and develops understanding of consumer choice and control as it relates to the co-design of individual support and care within home care.
- Liaises effectively with key stakeholder groups to achieve portfolio objectives.
- Supports and models a commitment to the achievement of portfolio targets and continuous improvement principles.
- Achieves outcomes through innovation, flexible service responses, consistent work practices and strategic collaborations with service providers, stakeholders and communities.
- Maintain active oversight of data collection, client files and information management systems to ensure these are maintained in line with contract, reporting, privacy and confidentiality requirements.
- Assist with the development of activities, programs and events that foster social connectedness, creating awareness of social issues which affect the community.
- Attend regular staff meetings and participate in forums/reference groups/network meetings as required.
- Follows compliance within Rembrandt Living's policies and procedures including the code of conduct and Equal Employment Opportunities.
- Acquires and maintains work health and safety knowledge relevant to the workplace and understands all operations and associated hazards and risks

## Workplace Health & Safety

- In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014 (SA)*, and comply with all WHS responsibilities relevant to your role as outlined in Rembrandt Living's Work Health & Safety Policy.

**Skills and Experience/Technical Know How:**

- Minimum Certificate IV in Community Services.
- Minimum 3 years' experience in community care, aged care, disability or similar setting.
- Demonstrated experience in managing and coordinating Home Care packages.
- Sound working knowledge of the related standards i.e. Home Care Common Standards, and Aged Care Act 1997.
- Demonstrated capability in managing internal and external stakeholders to achieve set objectives.
- Proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets.
- Excellent communication skills including written and oral skills, and presentation capabilities.
- Current police clearance.
- Current drivers licence.