

POSITION DESCRIPTION



Position Title:	Care Coordinator & Assistant to CSW Operational Team Leader
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2020
Classification:	Support Services Employees Administration HPSS
Reporting to:	Care Coordinator Role – Care Coordination Team Leader Assistant to the CSW TL Role – CSW Operational Team Leader
Date Approved:	4 February 2021
Approved By:	Chief Executive Officer
Version:	Care Coordinator & Assistant to the CSW Operational Team Leader_AHR.PD.V0.02_2021-02-18

ORGANISATIONAL PURPOSE

The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care and a number of private brokerage contracts.

OUR VISIONS AND VALUES

Our vision is to be Tasmania’s most trusted community healthcare provider

We adhere to the following values in our day-to-day operations:

- Commitment
- Equality
- Trust
- Versatility
- Excellence
- Transparency

POSITION OBJECTIVES

This position has two key roles and responsibilities

- a) Care Coordinator
To ensure The District Nurses clients are a partner in the ongoing assessment and planning process that enables them to receive the care and services they need to maintain their health and connections in the community.
- b) Assistant to the Community Support Workers Operational Team Leader
To support and assist the Community Support Workers Operational Team Leader to ensure that care and service delivery adheres to a consumer centered model that is a partnership with consumers and their families/carer.

COMMON RESPONSIBILITIES

The Care Coordinator & Assistant to the TL role will work in collaboration with health professionals to ensure that care provided to all consumers adheres to a wellness consumer centered model of care.

Care Coordination Role

- Work as part of the Care Coordination Program assessment and reassessment team reporting to the team leader
- Monitor new referrals and on-board new clients
- Undertake initial assessments, re-assessments and care planning, in accordance with The District Nurses policies, Relevant Funding Guidelines including Commonwealth Home Support Program, HACC and brokerage agreements and the Charter of Aged Care Rights
- Assist Clients to identify and access services to maximise their independence and maintain their wellbeing
- Apply a continuous improvement approach to The District Nurses service delivery and program development/management
- Maintain up-to-date knowledge and information on Commonwealth Home Care Support programs and activities
- Be actively involved with quality review for the programs ensuring your documentation and processes meet compliance
- Ensure that all clients' confidential information, care plans and agreements are correctly completed and stored securely
- Communicate with internal stakeholders – Home Care packages, Community Nursing and community support workers about client related matters including changes to their health care needs and goals
- Monitor relevant intake portals e.g. My Aged Care, Department of Veterans Affairs, Veterans Home Care.
- Perform TDN intake/admission process
- Liaise with various health referral agencies e.g. My Aged Care, other community organisations, allied health services.

Assistant to the Community Support Worker Operational Team Leader Role

- Provide assistance to the CSW Operational Team leader in the management and coordination of the CSW team on a statewide basis
- Work in collaboration with the Care Coordination team, Nursing and Case Managers to ensure compliance with Commonwealth guidelines and ensure information e.g. Charter of Aged Care Rights are provided to all consumers.

- Ensure that all consumers confidential information, care plans and agreements are correctly completed and stored securely
- To support the CSW Team leader in managing incidents issues or enquiries, ensuring responses are made in a timely manner
- To assist the CSW Team leader in monitoring staff performance through performance appraisal systems
- To assist the CSW Team leader to coordinate the community support workers to ensure compliance with legislation, policies and procedures, management plans and standards of practice
- Apply a continuous improvement approach to The District Nurses service delivery and program development/management.
- Assist the CSW Operational team Leader to oversee CSWs in the range of personal assistant tasks, and other associated activities as determined for each consumer as part of their overall care.

KEY BEHAVIOUR REQUIREMENTS

All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

ORGANISATIONAL RELATIONSHIPS

Reports to:

Care Coordinator Role – Care Coordination Team Leader

Assistant to the CSW Operational Team Leader – CSW Operational Team Leader

ESSENTIAL REQUIREMENTS

Evidence of the following must be provided prior to appoint to the position:

- Minimum Cert III in Individual Support (formally Cert III in Aged Care) or equivalent
- National Police Conviction Check
- Work with Vulnerable People registration (Employment/Volunteer registration)
- Pre-employment Medical
- Current Australian drivers license

SELECTION CRITERIA

- Knowledge of local healthcare services and resources related to the aged, community and other services such as palliative care and disability.
- Demonstrated ability to develop, maintain and appropriately conduct professional relationships with consumers and key service providers
- Demonstrated knowledge and sound consumer focused care coordination experience
- Demonstrated excellent interpersonal and communication skills

- Previous experience in community care and service delivery to a broad range of consumers
- Ability to work independently and to respond appropriately to changing care and service needs of consumers.
- Good time management skills and ability to follow care plans
- Demonstrates ability to support the coordination and scheduling of an operational team

WORKING ENVIRONMENT

TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

SAFE PRACTICE AND ENVIRONMENT (SPE)

The primary responsibility for implementing safe work practises and maintaining a safe working environment lies with management. Employees also have responsibilities in regard to SPE. These include:

- Taking responsibility for one's own health and safety
- Looking out for the safety and welfare of your colleagues
- Follow safe work practises and use personal protective equipment (PPE)
- Comply with organisational SPE and Risk Management policies and procedures.
- Participate in SPE training
- Report hazards and accidents / injuries
- Support other Managers in their SPE responsibilities.

PHYSICAL REQUIREMENTS OF THE POSITION

Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg			X	
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head			X	
Lifting above shoulder height			X	
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection			X	
Wearing gloves (personal protective)			X	
Working in wet/slippery conditions			X	
Working with chemicals/solvent/detergents			X	
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)		X		
Driving on suburban and rural roads, highways (sealed and unsealed roads)			X	
Driving at night				X
Wearing polyester clothing				X
Exposure to animals			X	
Exposure to environments whereby people have been smoking			X	

DECLARATION

In signing this declaration I acknowledge that I, _____
Have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: _____
(Employee)

Date: _____

Signed: _____
(Manager)

Date: _____