



Position Description

Private and Confidential

**Community Care Coordinator, Aged & Community
Services**

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is more than \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter is positioned as one of the largest regionally based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff and tailored to the individual needs of local people and communities.

Our Purpose: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

The Position

Position title:	Community Care Coordinator
Location:	Albury
Job Type:	Permanent Full Time
Reports to:	Program Coordinator
Direct reports:	NIL

Service Description

LiveBetter Aged and Community Services (ACS) provide a range of funded programs that include Home Care Packages, Compacts, Case Management and Community Home Support Programs, encompassing Dementia Services, Home & Community Care Services, Veterans Home Care Services and a range of brokered home care services across the Central West, Orana Far West and Riverina Murray regions.

ACS services and programs support our frail aged, people living with disabilities, those experiencing mental unwellness, people with dementia and their carers within our communities. The team have offices in Orange, Bathurst, Parkes, Dubbo, Broken Hill, Albury, Griffith, Bathurst and Wagga Wagga. The Community Care team perform a vital role in delivering professional and quality services to our customers.

Key Position Responsibilities

The primary function of the Community Care Coordinator is to provide support and guidance as part of a team that delivers services to customers in the community, in centres and in their homes. Under direction of the Area Manager, the role is responsible for overall service delivery of the relevant community and aged care programs including intake, allocation, referral, compliance, administration and customer service.

The role will provide leadership and guidance to a team who are responsible for the coordination and provision of direct support to customers, ensuring high quality services, support and advice are delivered efficiently and effectively to safeguard the sustainability of the service and of LiveBetter operations.

The role of Community Care Coordinator provides coordination across many funded and non-funded programs, as follows:

- Commonwealth Home Support Program
- Home Care Packages
- Dementia Services
- Veterans Home Care
- NDIS in-home services

Some key accountabilities of the role include:

- Provision of support and guidance to a team of staff, supporting the delivery, administration, intake and customer service of our Aged Care, Health and Community Services Programs.
- Ensuring the team maintain customer management record systems including accurate data entry, finance payments and supporting appropriate record keeping processes.
- Intake, referral and customer allocation.
- Working with the Area Manager to improve our service delivery and customer satisfaction by providing leadership and guidance with the administration, intake and other support functions as required.

- Management of individual customer budgets, ensuring required delivery of supports within allocated resources.
- Development and management of services that provide meaningful and engaging experiences for our customers.
- Supporting, coaching and coordination of team members to assist them in providing high quality, customer centred care.
- Assisting customers to maintain their independence in a community setting through provision of high quality, customer centred support.
- Coordination of all program requirements - including customer assessments, completion of required documentation and recording of accurate data.
- Timely development and submission of required reports.
- Working with the ACS team members to improve levels of customer satisfaction and promote a continuous improvement culture across all activities.
- Participating in and develop service networks.
- Undertaking administrative functions as required, including the collection of accurate and timely data to support customer invoicing, rostering and reporting.
- Proactively building and maintaining positive and professional relationships with customers through collaboration, participation, respect whilst supporting confidentiality and cultural sensitivity.
- Managing a case load of customers and their packages, including facilitating case conferences and reviews internally and with key stakeholders to ensure customers receive the highest level of service.
- Providing and promoting LiveBetter services with potential customers and at community events.
- Managing and investigating any complaints received.
- Compliance with LiveBetter policies, procedures and legislative requirements.
- Office administration management.
- Undertaking on call duties on a roster basis.

Risk

All staff must be aware of operational and business risks. They should:

- Provide input into various risk management activities assist in identifying risks and controls.
- Report all emerging risks, issues and incidents to their manager or appropriate officer.

Person Specification

Background and Experience

- Qualifications or extensive experience in community service, health, management, supervision, administration or relevant professional experience.

Essential

- Demonstrated understanding of the care needs of aged people (including people living with dementia) who are living in the community.
- Sound problem solving skills with the proven ability to work independently in a high-pressure environment.
- The ability to effectively lead and support a diverse team across a large geographical area.
- Demonstrated ability to manage the development of individualised plans and programs that support customer centred approaches.
- Ability to meet identified targets and comply with program guidelines and budget.
- High level verbal and written communication skills.
- Ability to think critically and strategically around a person's care needs.
- Demonstrated high level computer skills, including high level Microsoft excel and database skills.
- Current Class C Driver's Licence, willingness and ability to travel as required.

Desirable

- Minimum Certificate IV in Aged Care or equivalent and relevant professional experience.
- Previous experience working in a health or community service organisation.

Other requirements

- Pass a National Criminal History Check and a pre-employment medical assessment (including drug and alcohol screening)
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.

Remuneration

Appropriate remuneration as per the relevant Award, dependent on qualifications and experience. Salary packaging opportunities are available.

I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:

Employee Name:		Date:	
Signature:			