

Position Details

Title	Service Coordinator
Location	
Level	In accordance with experience and qualifications

Subee Mission and Values

Vision Statement: The Vision of Subee is to be a leader in the delivery of community health care services while striving to maintain a clear, client orientated care system. This system will continue to improve through internal and external assessment processes.

Mission Statement: Subee Pty Ltd is committed to providing quality home nursing, respite care and disability support services focusing on the unique needs of the clients and their families.

At all times we will ensure that every client is treated with respect, dignity, and sensitivity in a non-discriminating manner. Our aim is to promote, support and maintain the clients need to remain at home and encourage independence.

Relationship and Stakeholders

Reports to	Coffs Harbour or Newcastle Team Leader
Direct Reports	Nil
Number of Employees	Nil
Key Internal Relationships	<ul style="list-style-type: none"> • Service Delivery Team • Rostering Team • Finance Team • Clinical Team • Community Support Workers
Key External Stakeholders	<ul style="list-style-type: none"> • All relevant COS • Clients/family • Relevant Government Bodies • Providers for Healthcare solutions • Allied Health, and • Sub-contractors

Position Purpose

The purpose of this position is to provide a centralised planning and coordination for NDIS/Aged Care participants. Whilst maintaining efficiency and cost effectiveness and meeting compliance and procedural requirements. This is achieved by:

- Drafting service agreements, creating service bookings, claiming from the NDIS portal, and liaising with NDIS participants and their support coordinators/advocates.
- Liaising with support coordinators or case managers and customers to ensure services are provided in accordance with the customer's assessed needs and support professional's availability.
- Ensuring clients' current support plans are individually developed and client centred. Also conducting reassessments as required.
- Arranging and coordinating support service for participants and monitor plan outcomes and expenditure to ensure plans remain in budget.
- Access My Age Care Portal
- Manage aged care funds to ensure care needs are met within clients budget

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Subee Pty Ltd Mission Statement, Code of Conduct and Equal Employment Opportunity Principles.

Selection Criteria to be Addressed

Qualifications

Essential

- Certificate IV in Ageing/Disability or Diploma in Community Services
- Valid Driver's Licence
- NDIS Workers Screening Check
- First Aid

Desirable

Nursing experience and registration with AHPRA

Knowledge & Experience

Demonstrated capability, typically 1-2 years, in the following areas:

- Working with older people and people with disabilities in a home or community setting, preferably including experience care coordination requirements.
- Knowledge of health and community care issues and options for people with disabilities and frail aged people.
- Excellent oral and written communication skills.
- Computer skills (Word, Excel, NDIS portal and other computer programs).
- Experience in collaboratively solving problems by engaging with a wide range of stakeholders.
- Ability to work independently.
- An understanding of privacy and confidentiality issues in a health environment (clients and staff).
- An understanding of Consumer Directed Care (CDC).

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- An understanding of current Aged Care/NDIS Legislation, principles, and standards.

Key Result Area	Key Activities
Client Management	<ul style="list-style-type: none"> • Process requests for new services with proposed clients through various communication platforms. Fulfill by escalating through to relevant departments to identify capacity of the business. • Maintain close relationships with clients by regular communication and attending plan reviews as they occur. • Maintain budgets for HCP clients. • Continuously review the allocated schedule for support to ensure it aligns with client's needs. • Order required incontinent aids as needed. • Coordinate services and equipment for clients due to client plans.
Supervision and Support	<ul style="list-style-type: none"> • Provide ongoing support and day to day guidance to community care workers. • Assist in resolving any queries care workers may have regarding service delivery expectations. • Identify training gaps in Support Workers and coordinate an appropriate training schedule with Rosters department.
Policy and Planning	<ul style="list-style-type: none"> • Promote the development and ongoing review of client care management processes, procedures, and tools. • Contribute towards the creation and review of new and improved policies and service development processes, including communication and feedback processes for both clients and staff. • Identify service gaps, unmet needs and areas for continuous improvement and consult with Supervisor.
Administrative Duties	<ul style="list-style-type: none"> • Coordinate and ensure relevant and correct data is entered into the software program (TRACK) to meet internal and external statistical and reporting requirements. • Attend to any incidents/reports on TRACK which are alerted by Support Workers and are closed in a timely manner.

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	<ul style="list-style-type: none"> • Other duties within the scope of the employee's skills, competence and training as directed.
Corporate Responsibility	<ul style="list-style-type: none"> • Promote excellence in customer service and in conjunction with department; identify, review, and implement strategies to improve service quality and efficiency. • Maintain strong team relationships among fellow employees across all departments and community groups. • Comply with Subee policies and procedures.
Risk Management	<ul style="list-style-type: none"> • Conduct risk assessments. • Demonstrate an understanding of, and a commitment to, Subee's Risk Management Procedure. • Report all hazards and incidents of which they become aware.
Work Health and Safety	<ul style="list-style-type: none"> • Conduct themselves in a manner that will not endanger themselves or others. • Participate in Occupational Health and Safety training. • Assist with audits of work procedures, equipment, and workplaces. • Identify areas of improvement by submitting concerns to HSC committee within the Department. • Contribute ideas and suggestions that promote safety awareness. • Be aware of emergency procedures and codes. • Report unsafe work practices, incidents, hazards and near misses. • Report unacceptable workplace behaviours such as harassment and bullying.

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Agreement of Position Description:

I have read, understood, and agree to comply with this job description.

Employee Name:	
Employee Signature:	
Date:	

HR Coordinator Name:	
HR Coordinator Signature:	
Date:	

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