

POSITION DESCRIPTION



Department: Aged Care

Position: Relationship Coordinator

Position Classification Level: Community Service Worker Classification Level 4 (as per Northside's Enterprise Agreement)

Reports to: Clinical Care Manager

Employment Specifics: Full time, Ongoing

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:

Courage

Integrity

Choice

Innovation

Collaboration

POSITION OBJECTIVE

Under the general direction from the Clinical Care Manager, the Relationship Coordinator is responsible for client engagement and entry into the Northside Aged Care, Inclusion and Engagement programs with a particular focus on the services delivered under the Commonwealth Home Support Program (CHSP) and the Commonwealth Home Care Package (HCP) program.

The Relationship Coordinator works in close partnership with the Operations team with the aim of ensuring all individuals accessing the programs have a seamless, respectful and positive experience from initial enquiry through to the commencement of services, monitoring of delivery, and client feedback.

KEY RESPONSIBILITIES AND DUTIES

- Ensure a seamless, respectful and positive experience for all individuals from initial enquiry through to commencement of services.
- Provide case coordination support to connect clients to services.
- Develop and maintain strong working relationships with referral agencies and other relevant stakeholders.
- Act as key point of contact for all new referrals (electronic, phone and face to face) from Regional Assessment Teams, My Aged Care Portals and other agencies.
- As part of the broader Aged Care and Inclusion team, work to increase the current client base of Northside Community Service, including monthly targets for new business.
- Participate in team and departmental meetings, striving for collaborative and innovative solutions in all situations.
- Ensure client information is maintained in a timely, accurate and confidential manner within Northside's client management database.
- Work as part of the team to support customer service, including answering calls, making bookings and directing enquiries for Aged Care and Inclusion services

Reviewed by Human Resources

Review Date

27/08/2021

- Ensure program outputs and service user file notes remain correct and up to date.
- Provide a streamlined and timely assessment and service engagement experience, including regular reviews, reassessments and discharge or withdrawal, as required.
- Provide reports in relation to data, new enquiries and intake activities, including the identification of service gaps and trends.
- Create awareness and be a knowledge base within the team around the processes involved with My Aged Care.
- Participate in a team roster of on-call phone coverage for the operational requirements of the programs.
- Develop sound working relationships across all levels of the organisation.
- Undertake other relevant duties as directed consistent with the employee's skill, competence, and training.
- Apply and uphold principals of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in the Aged Care sector and/or in a case management capacity.
2. Strong interpersonal skills with the ability to build and maintain positive relationships with a variety of stakeholders and personalities.
3. Clear, effective communication skills and be able to negotiate and resolve conflict when necessary.
4. Demonstrate a flexible and adaptable approach to change.
5. Excellent time management, problem-solving and organisational skills
6. Demonstrate understanding of Aged and/or Disability sector reforms, as well as the impacts of portable funding on service delivery and client experience.
7. A sound understanding of the Community sector, including knowledge of the Aged & Disability, LGBTIQ, Aboriginal & Torres Strait Islander and CALD communities.
8. Demonstrated understanding of the importance of social participation and community connectedness, with a genuine interest in the work that Northside delivers.
9. Excellent administrative and information technology skills.
10. Sound judgment and self-awareness, and the ability to apply reflective practice to their own workplace approach.
11. Excellent communication, conflict resolution and negotiation skills, focused on achieving positive outcomes for all involved.

QUALIFICATIONS AND/OR TRAINING

- Relevant Degree in Aged Care or related discipline with at least one year relevant experience; or
- Associate Diploma in Aged Care or Community Services and at least 3 years' relevant experience; or
- Certificate IV in Aged Care or related discipline and at least 5 years' relevant experience.
- Full driver's licence.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving for up to 30 minutes at a time to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Reviewed by	Human Resources	Review Date	27/08/2021
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Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer that highly values diversity. We recognise that the provision of a supportive, safe and harassment free workplace is essential to high performance and promotes flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			