

POSITION DESCRIPTION

Aged Care Services Coordinator

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'.

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

As a key member of the Aged Care Portfolio (Individual Services), this position holds a pivotal role in the day-to-day coordination and delivery of Spectrum's Commonwealth Home Support Programme (CHSP)-in home support, Care Finder Program and Support for Carers Program. The Team Coordinator works closely with program staff, aged care leaders and relevant internal and external stakeholders to support accessible, person-centred and culturally responsive services. The role coordinates the client journey from intake and referral through assessment, goal setting, service planning and service matching, including monitoring, annual review and appropriate referral to ongoing services, My Aged Care assessment and higher levels of in-home aged care funding where required. The primary objective is to ensure safe, consistent and effective service delivery in accordance with program guidelines, funding and service agreements, Spectrum policies and procedures, and the needs and goals of clients and carers.

KEY RESPONSIBILITIES

Coordination and supervision of direct services

Day-to-Day Program Coordination:

- Coordinate the day-to-day delivery of CHSP, Care Finder and Support for Carers activities and services.
- Ensure services are delivered in accordance with relevant program guidelines, funding/service agreements, eligibility requirements and Spectrum policies and procedures.
- Coordinate workloads, staff scheduling and service coverage to support timely and consistent client and carer services.
- Provide guidance, supervision and operational support to program staff and escalate matters to Individual services Manager.
- Coordinate and support, program staff's escalation, managing complex needs and complaints

KEY RESPONSIBILITIES

- To ensure and support staff leave coverage and resourcing needs for the programs
- To ensure and up to date with sector changes and updates also to determine impact to programs
- Management of the My Aged Care Program, managing monthly and annual targets/ KPI's and funding scope and targets
- Undertake additional management-delegated responsibilities and projects that contribute to service excellence, continuous improvement, compliance, and team development while supporting the delivery of high-quality, person-centred aged care services

Intake, Referral and Access:

- Coordinate and monitor intake, referrals, enquiries and waiting lists, ensuring referrals are triaged according to program eligibility, client need, risk and urgency.
 - Ensure client and carer information, consent, eligibility and referral details are accurately recorded and maintained.
 - Support timely communication with clients, carers, referrers, families and service providers throughout the intake and referral process.
 - Identify barriers to access and support culturally appropriate and accessible pathways into services.

Assessment, Goal Setting and Service Planning:

- Undertake or coordinate assessments in line with program requirements, using a person-centred, strengths-based and culturally responsive approach.
- Work with clients and carers to identify needs, goals, preferences, risks, strengths and desired outcomes.
- Develop, document and monitor appropriate service plans, support plans and goals, ensuring they reflect the client's or carer's circumstances and agreed outcomes.
- Ensure changes in needs, risks or circumstances are identified and responded to promptly.

Service Matching and Coordination:

- Match clients and carers to appropriate Spectrum services, funded supports and approved external services based on assessed needs, eligibility, goals, preferences and availability.
- Coordinate service commencement, changes and transitions, including communication with relevant staff and providers.
- Monitor service delivery and follow up identified gaps, missed services, concerns or changes in client and carer circumstances.
- Support continuity of care and coordinated service pathways across CHSP, Care Finder, Support for Carers and other relevant aged care and community services.

Monitoring, Review and Referral Pathways:

- Monitor client and carer progress, service utilisation, wellbeing and satisfaction, and ensure appropriate follow-up is undertaken.
- Coordinate annual reviews and other reviews when there is a significant change in needs, circumstances, goals or risk.
- Identify when a client's needs may exceed the scope of CHSP or other current supports and facilitate referral to My Aged Care for assessment and consideration of higher levels of in-home aged care funding, including Support at Home and other appropriate pathways.
- Support referrals to health, community, disability, carer, housing, advocacy and other specialist services where appropriate.

KEY RESPONSIBILITIES

	Care Finder and Carer Support: • Support Care Finder clients who experience barriers to accessing aged care by assisting with navigation, information, advocacy, connection to assessment and appropriate services. • Support carers through the Support for Carers Program by identifying needs, goals and support options and facilitating appropriate respite, wellbeing, information and referral pathways. • Promote client and carer choice, control, dignity, privacy, cultural safety and informed decision-making throughout the service journey. Client Records, Communication and Risk: • Maintain accurate, timely and complete client and carer records, assessments, service plans, reviews, referrals, outcomes and case notes in approved systems. • Maintain confidentiality and privacy and ensure information is shared only with appropriate consent and authority. • Recognise and escalate safeguarding, risk, incidents, complaints, changes in health or wellbeing and other matters requiring management attention. • Respond to complex enquiries and work collaboratively with clients, carers, families, staff and service providers to resolve issues. Program Administration and Reporting: • Monitor program activity, client and carer participation, referrals, service delivery and outcomes to support accurate reporting and accountability. • Support program administration, funding acquittals, documentation and data requirements including Reporting as directed by the Program Manager • Use approved systems and program tools to maintain reliable information for service planning, reporting and operational decision-making.
Assessment and Care plans	Understanding Program Requirements: • Maintain current knowledge of CHSP, Care Finder and Support for Carers program requirements, eligibility criteria, service scope, referral pathways and relevant service agreements. • Understand the role and boundaries of each program and ensure services are matched to the appropriate funding and service pathway. Assessment and Goal Setting: • Undertake or coordinate comprehensive assessments and reviews that consider client and carer needs, strengths, goals, preferences, risks and circumstances. • Work collaboratively with clients and carers to establish meaningful goals and agreed outcomes. Service Planning and Review: • Develop and maintain person-centred service plans that clearly document agreed supports, responsibilities, review dates and referral actions. • Coordinate annual reviews and additional reviews when needs or circumstances change, ensuring plans are updated and communicated. Service Matching and Coordination: • Assess and match clients and carers to suitable internal and approved external referrals, considering eligibility, availability, cultural needs, location and client choice. • Coordinate referrals, introductions and service commencement and follow up to confirm that supports are appropriate and effective. Continuity and Escalation: • Identify changes in needs, risks or service requirements and initiate appropriate escalation, referral or reassessment.

KEY RESPONSIBILITIES

	- Facilitate referral to My Aged Care and other appropriate assessment pathways where clients may require ongoing care, additional supports or a higher level of in-home aged care funding. Client Information Management: - Maintain accurate and timely client and carer information, documentation and case notes in approved systems. - Safeguard confidentiality, privacy, dignity and informed consent in accordance with legal, ethical and Spectrum requirements. Person-Centred and Culturally Responsive Practice: - Apply person-centred, strengths-based and culturally responsive practice and support clients and carers to exercise choice and control. - Ensure communication and service planning are accessible and responsive to diverse cultural, language and communication needs. Continuous Improvement: - Participate in ongoing training and professional development and contribute to improving client and carer pathways, service coordination and program practice. - Seek feedback from clients, carers and colleagues to identify opportunities to improve service experience and outcomes.
Support and Supervision	Recruitment: - Collaborate with Human Resources and Aged Care leaders to recruit staff with the skills and experience required for CHSP, Care Finder and Support for Carers services. Support and Supervision: - Provide ongoing support, supervision and direction to program staff to promote consistent, person-centred and culturally responsive service delivery. - Work with the Spectrum MRC's People & Culture department to conduct effective induction for new staff, support staff and volunteers. Training Implementation: - Under the direction of the Individual Service Manager and Learning and Development team, implement the Aged Care portfolio's annual training plan for program staff, including relevant program requirements, client pathways, safeguarding and documentation. Coordination: - Coordinate staff meetings as directed by Program Manager and Executive Leader, ensuring effective communication, information sharing and collaboration among team members. Safety Compliance: - Ensure that employees have the necessary information, instruction, training and supervision to work safely. - Monitor adherence to safety protocols and address concerns promptly, including risks affecting clients, carers, staff and service delivery. Performance Monitoring: - Regularly monitor and assess staff performance, providing constructive feedback and support as needed. - Collaborate with the Aged Care Leaders to address performance issues and implement improvement plans.
Policy and Procedure Development	- Contribute to the development and implementation of program policies and procedures. - Stay informed about industry best practices and incorporate relevant updates into existing policies.

KEY RESPONSIBILITIES	
Quality improvement & compliance	- Stay updated on industry trends and make recommendations for optimising performance. - Support the development and use of clear, consistent, and transparent processes and internal controls and compliance. - Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls. - Oversee OH&S systems related to program staff and clients. - Collaborate with relevant departments to ensure a safe and secure environment for both staff and clients.
Stakeholder Management	- Develop and sustain positive working relationships with key internal and external stakeholders. - Ensure compliance with all reporting and accountability requirements specified by the Executive General Manager of Aged and Disability. - Collaborate with relevant stakeholders to gather necessary data and information for reporting purposes. - Maintain accurate and up-to-date records to facilitate seamless reporting processes

KEY SELECTION CRITERIA	
Qualifications	Essential: - Tertiary/ Diploma Qualifications Aged Care/ Healthcare & HACC & Relevant - Current First Aid and CPR - Desirable - multi-lingual - Must have experience in working within aged care sector. - Proficient English, verbal, and written skills - Understanding of basic computing and clerical concepts
Skills & Experience	Experience in working in a community-based setting and/or aged care sector
Personal Qualities & Behaviours	- A positive, can-do attitude - Ability to work independently and work effectively and collaboratively within a team. - Demonstrated ability to plan creative and diverse activities that provide a variety of social, recreational, diversional, and intellectual activities and programs to the aged. - Demonstrated skills in implementing contemporary Aged Care practices and service provision models. - Person Centred Model principles into Planned Activity Group activities - Good understanding of health and welfare issues affecting older people and people with disabilities - Genuine interest and commitment to social and inclusion and valuing difference and diversity - Adequate knowledge and demonstrated ability to recognise and respond to the changing needs of elderly clients. - Ability to maintain client confidentiality, privacy, and dignity always. - Being adaptable to changing circumstances and being able to prioritise work. - Well-developed communication and people skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals. - Ability to work in a very busy environment and to work both independently and as part of a team. - Ability to perform all physical aspects of the position without causing injury to themselves or others. - Demonstrate a good level of organisation, planning and time management skills

KEY SELECTION CRITERIA

Mandatory Compliance Documents Required for this position	• Clear 'Police Check', within the last twelve months • Current Working with Children Check card. • Motor Vehicle Drivers Licence (valid in Victoria) • Must satisfy all visa requirements for working in Australia.
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POSITION INFORMATION

Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 5
Employment Period	Fixed Term- 12 months
Hours of Employment	38 hours per week

KEY RELATIONSHIPS

Department	Aged Care Services
Reports to	Individual Services Manager
External	

KEY SYSTEM AND EQUIPMENT USAGE

- Microsoft Windows Office Suite
- Goldcare
- The Lookoutway
- My Aged Care

ADDITIONAL INFORMATION

Work Health & Safety	All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety. Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.

ADDITIONAL INFORMATION

Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

EMPLOYEE DECLARATION

I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Employee name:	Signature:	Date:
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Position Title		Date Updated	
Department		Review Date	