

## Position Description

<b>Title:</b>	Community Care Coordinator
<b>Position Number:</b>	20555
<b>Agreement Coverage:</b>	RASA Enterprise Agreement 2019
<b>Classification Level:</b>	Grade 5
<b>Team:</b>	SEW
<b>Reports To:</b>	Manager SEW
<b>Primary Location</b>	Adelaide

### Primary Objective

The Community Care Coordinator is responsible for Care Coordination Services for Older People Impacted By the COVID-19 Pandemic. This PHN funded and time limited project aims to support older people who may be experiencing social isolation, loneliness and/or heightened mental health concerns as a consequence of the COVID-19 Pandemic to connect and/or reconnect to primary physical and mental health care services, allied health care services and broader social and community services.

### Position Responsibilities

- Work closely with key stakeholders in the health and related sectors to identify older people that meet project eligibility requirements and may benefit from care coordination services; and
- Undertake comprehensive holistic screening and risk assessment of issues and ensure client safety and well being through the use of screening tools and appropriate reporting.
- Work collaboratively with other services and make referrals appropriate to the needs of clients including facilitation of warm referrals to Adelaide PHN commissioned primary mental health care services for eligible older people experiencing or at risk of mild to moderate mental health concerns as identified in the care plan;
- Ensure entry and maintenance of all client records into RASA's and other Client Information Systems including PHN Mastercare
- Participate within Information Sharing Guidelines (ISG) where relevant and abide by the principles associated with confidentiality.
- Facilitate access to care coordination services for eligible older people to support connection/re-connection to physical, allied and mental health services and social and community services, as appropriate.
- Ensure that an integrated and connected health care and service provider network is in place to effectively support socially isolated older people impacted by the COVID-19 Pandemic living in the community in the Adelaide PHN region.
- Provide advocacy and self-management support for each older person as required

## **Qualifications and Experience**

### Essential

- A tertiary qualification (AQF level 8) in social work , psychology, nursing or occupational therapy and post graduate experience working in the aged care sector.

### Desirable

- A post graduate (AQF level 9) qualification in social work, psychology or counselling.

## **Skills, Knowledge and Abilities**

- Knowledge of elder abuse and the aged care sector
- Ability to understand and explain RASA policies to clients in an appropriate manner.
- Ability to monitor, evaluate and develop own clinical work.
- Ability to work and communicate effectively with a wide range of people from different cultural backgrounds and to respond sensitively and appropriately to people in a variety of situations.
- Operate with initiative and leadership and work under minimal direction to set goals and to work to deadlines.
- Demonstrate a good level of oral and written skills.
- Demonstrate a high level of interpersonal skills, including sensitivity, diplomacy and the ability to negotiate effectively.
- Ability to implement, interpret and respond to screening and assessment tools
- Ability to contribute to practices to improve and enhance organisational functioning.

## **Requirements**

- Current valid driver's licence.
- Own vehicle for use during working hours.
- A satisfactory DCSI check for working with children.
- A satisfactory National Criminal History Check.
- Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
- Ability to adapt and perform duties as required by changing program needs.

## **Work Health and Safety**

- Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
- Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

## **Direct reports**

N/A

## Values and Behaviours

The values and behaviours expected of RASA staff are outlined in the RASA Values, Ethics and Principles statement and the RASA Shared Behaviours statement. The duties outlined in this position description are to be read in conjunction with these statements along with the values outlined below.

- Diversity** We believe that human diversity contributes to a rich and vibrant society. We recognise the importance of culture in the lives of individuals and value cultural diversity. We believe in each person's expression of their spirituality and the importance of all religions. We respect the diversity of relationships between and in individuals, families and communities.
- Respect** We believe in the unique and innate worth of all individuals. We value the right of all people to live in safety and be treated with respect. We support an equitable, just and non-discriminatory society. We believe in the importance of living in harmony with our environment.
- Belonging** We recognise the importance of a sense of connection and belonging in people's lives. We value the importance of caring and loving relationships for couples, families, kin and friends. We believe in the importance of positive and supportive relationships with the local community, between communities and in workplaces.
- Learning** We believe that people should have the opportunity to learn and change throughout their lives. We value people's right to make choices and learn from their experiences. We believe in the importance of working and living together and learning from each other.

## Acknowledgement

I, \_\_\_\_\_, have read, understood and accept the position as documented in this position description.

Employee Name:

Manager Name:

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Signature:

Signature:

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Date:

Date:

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