

Position Description

Position Title	Care Coordinator – Home Care Packages
Position Number	30025985
Division	Community and Continuing Care
Department	Community Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker Class 2A
Classification Code	XV10 – ON14
Reports to	Manager, Community Care Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Working with Children Check • National Disability Insurance Scheme (NDIS) Check • Drivers Licence • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The primary objective of this role is to provide care coordination of consumer packages, ensuring services and care are delivered in a coordinated manner and within budget. The Care Coordinator applies a person-centred approach to assessment and care planning and assists consumers to choose the services they require to maintain their independence.

The Care Coordinator will provide:

- Care coordination services to consumers eligible for Support at Home services funded by the Commonwealth Government.
- Care coordination service to consumers eligible for HACC PYP Linkages Program.
- Support Coordination for participants eligible for the National Disability Insurance Scheme (NDIS).

Responsibilities and Accountabilities

Key Responsibilities

- Provide care coordination to eligible consumers who have expressed a desire to remain at home
- Support consumer care planning including review of consumers support plans and alignment to approved services, liaising as appropriate with consumers, carers, existing service providers, My Aged Care, Aged care assessors, Allied Health Personnel and other key people.
- Perform consumer risk assessments and provide support to the consumer to rectify risks.
- Where necessary provide advocacy support to consumers and their carers.
- Ensure that services are culturally relevant to the needs of consumers/carers.
- Work under the supervision of Clinical Care partners.
- Provided accurate consumer service requirements to administrative team for scheduling.
- Liaise and advocate with other relevant service providers regarding individual care needs.
- Complete annual care plan reviews, involving all key stakeholders, as directed by program guidelines or as change is indicated.
- Ensure services are within approved budgetary limits.
- Ensure that comprehensive up-to-date consumer records, care plans and statistical data are maintained, including timely data entry into the program software.
- Develop and manage individualised budgets in line with current Commonwealth Government guidelines and the consumer stated goals; Monitor and maintain records of expenditure and ensure consumer plans align with budget allocations.
- Comply with relevant legislation, reporting and administrative requirements for consumers and employees and ensure that all data is accurate and up-to-date. Actively participate in CCS and Bendigo Health quality initiatives.
- Participate in Community Care Services team meetings and actions generated.
- Participate in staff development, training and research activities as determined with Team Leader.

Key Selection Criteria

Essential

1. Demonstrated knowledge and experience in the areas of aged and community care, including working with people with complex needs
2. Experience with person centred care planning processes, including developing, implementing and evaluating consumer focused care plans
3. Demonstrated time management and organisational skills to effectively plan and prioritise work tasks and engage with key stakeholders.
4. Demonstrated ability to work effectively as a team member, show initiative and effective communication
5. Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
6. Demonstrated ability to understand and meet the needs of consumers from diverse backgrounds
7. Developed computer skills, experience in the Microsoft Office suite and/or ability and confidence to acquire skills for in-house consumer database systems

Desirable

8. Certificate IV or above qualification in health or community services

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical

and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.