

Position Description



| General Information | |
|---|---|
| Position title | Community Respite Coordinator |
| Enterprise Agreement / Modern Award | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024 OR Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 |
| Classification | As per EBA |
| Status | As per Contract of Employment |
| Qualifications | Relevant Qualification in Health and Community Services and/or Several Years' experience in Aged Care |
| Primary Location | Warrnambool |
| Reports to | Home Support and Wellness Manager - Homestead |
| Direct Reports | Home Support and Wellness Manager - Homestead |
| Key Internal Contacts | All Lyndoch staff, consumers (residents), families |
| Key External Contacts | Members of the Public, Contractors, Suppliers, Health Professionals |
| Infection Control Risk | Category B - Indirect patient contact |
| Lyndoch Living Vision | |
| By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding. | |
| Our Values – 'The Lyndoch Way' | |
| Our Values known as the "Lyndoch Way" represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are <i>One Team, Pride, Welcoming Workplace, Yes Culture, Customer Service, Innovation, Fun and Enjoyment, Social Purpose and Safety.</i> | |
| Position Overview | |
| <p>To provide a service which meets the general criteria as set out in the Commonwealth Home Support Programme (CHSP) guidelines for Care Relationships and Carer Support Sub-Program.</p> <p>To identify and coordinate the In Home Flexible Respite Services for eligible Consumer's and Carers. To provide timely advice, education, further referrals as care needs change.</p> <p>To promote and connect the Homestead Respite Services to the wider community.</p> <p>This level of support is often prior to our consumers taking up a Commonwealth Home Care Package.</p> | |

| Key Responsibilities and Key Performance Indicators (KPIs) | |
|--|---|
| Key Responsibilities | Key Performance Indicators (KPIs) |
| <p>Coordination of Respite and Social Connection to Community Respite Consumers.</p> <ul style="list-style-type: none"> Respond to enquiries and referral from Consumers and their Carers regarding respite options at Lyndoch Living. Actively participate in seeking new referrals to the respite programs. Develop and maintain relationships with all relevant stakeholders, i.e. families, carers, My Aged Care, General Practitioner and brokered agencies and other relevant service providers. Contact with Consumer and Carer regarding admission to program. Complete Consumer's administrative/intake requirements for admission to programs. Maintain electronic and paper based file documentation that meets the required standards, maintain up to date Consumer data. Disseminate Consumer's relevant information to brokered service delivery agencies, respite coordinators, general practitioner, support advisors, authorised consumer delegate and administration staff. Engage with Consumer and Carer to develop and implement a goal orientated consumer directed care plan. Respond to Consumer and Carer feedback in a professional and timely manner. Ability to identify changing Consumer and Carer's respite needs and adjust planned respite care as required. Provide or source emergency respite where possible Monitor and review respite care plans every twelve months or sooner if required. Refer Consumers and Carers for more supports or a My Aged Care reassessment as identified in a professional and timely manner. Maintain monthly statistics/data. Actively participate in and support all Homestead Respite Programs as directed by Manager. | <p>100% compliance with all tabled Key responsibilities</p> <p>Consumer satisfaction survey results</p> |

Position Description



| Key Responsibilities and Key Performance Indicators (KPIs) | |
|---|---|
| Key Responsibilities | Key Performance Indicators (KPIs) |
| <p><u>Quality Improvement and Risk Management</u></p> <ul style="list-style-type: none"> • Have a sound understanding of accreditation processes and undertake quality improvement activities in accordance with applicable accreditation guidelines and standards. • Participate in continuous improvement activities in accordance with good work practice and accreditation guidelines. • Report all incidents into the organisational and department Incident Management Systems in a timely and professional manner. • Ability to identify risks associated with our consumers changing needs and ensure a safe environment is maintained for delivering programs | <p>100% compliance with understanding, managing and mitigating risks.</p> <p>100% compliance with reporting incidents into Riskman.</p> |
| <p><u>Actively participate in professional development in order to deliver best practice</u></p> <ul style="list-style-type: none"> • Attend and actively participate in meetings, workshops, forums and other communication events, as delegated and report Home Support and Wellness Manager. • Responsible for and committed to ongoing continued professional development, • Complete annual education modules, as allocated by the organisation • Participate, as directed, in the employee Support and Growth Plan. | <p>Support and Growth plan in place.</p> <p>100% compliance with mandatory training requirements.</p> |
| <p><u>Occupational Health & Safety</u></p> <ul style="list-style-type: none"> • Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct • Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work • Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health • Correctly wear and maintain items of personal protective clothing and equipment that are provided • Immediately report any incidents within the workplace to your Manager/Supervision • Be familiar with and follow emergency procedures and directions • Participate in health and safety training programs as require | <p>Zero workplace injuries</p> <p>100% compliance with PPE requirements</p> |
| <p><u>The Values – ‘The Lyndoch Way’</u></p> <p>All employees are expected to work in accordance with the ‘The Lyndoch Way’</p> <p>Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders</p> <p>➤ Role model the organisational Values ‘The Lyndoch Way’</p> | <p>Resident satisfaction survey results</p> <p>Employee Engagement Survey Results</p> |

Position Description



| Key Selection Criteria | | |
|------------------------|--|-----------|
| Qualifications | Relevant Qualification in Health and Community Services. And or Several Years' experience in Aged Care | Essential |
| Previous experience | ➤ Demonstrated knowledge and experience in Community Aged Care, supported by well-developed skills and knowledge. | Desirable |
| Skills and knowledge | ➤ Sound communication, interpersonal and negotiating skills, including well-developed written and oral skills. | Essential |
| | ➤ Sound computer/IT skills and ability to learn new IT/Consumer Data programs | |
| | ➤ Current Victorian License | Desirable |
| | ➤ Demonstrate the ability to work autonomously and in a collaborative team environment. | Essential |
| | ➤ Demonstrate developed time management skills with prioritising delegated tasks and the ability to adhere to time frames. | Essential |
| | ➤ Ability to approach difficult tasks and sudden changes appropriately. | Essential |

Position Description



Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

Authorisation

Authorised by: Acting General Manager Community Services

Review and authorisation date: