

## Position Description

### Health and Wellbeing Coordinator: **RI Name**

#### General Information

Accountable to: Service Delivery Manager: Emerging Futures  
Collaborative Works closely with: **xxx**  
Location: **xxx** (will mostly be out of the office, in the local area with individual **sister/brothers**.  
Nature of engagement: **Permanent full time**

#### Background

The Emerging Futures Collaborative Limited (EFCL) is a ministry established by a collaborative of Catholic Religious Institutes in Australia to provide administration and support services to Religious Institutes. An increasing number of religious institutes are seeking support in the areas of governance and shared services. The **name of the RI** is one of EFC's Service Partners. The **RI comprises around xxx sister/brothers mostly living in and around xxx**.

As part of EFC's responsibility to provide support services to **the name of the RI**, EFC seeks to appoint a Health and Wellbeing Coordinator to coordinate health and care services to the **sister/brothers**.

#### Role overview

The overarching responsibilities of this role are to:

- Ensure the care and support offered to each **sister/brother** is responsive, enabling and person centred. This includes ensuring **her/his** care and support:
  - Enables **her/him** to live **her/his** best life and to maintain as much independence as is possible.
  - Is responsive to **her/his** unique circumstances and personal preferences.
  - Enables **her/him** to maintain relationships and continue to access **her/his** own support network of friends and/or family.
  - Enables **her/him** to maintain engagement with her/his Community and support network in a way in which she/he is comfortable.
- Ensure every sister/brother receives, professional, quality, cost effective, appropriate, health and wellbeing care and support which is planned, managed and delivered in a manner that reflects generally accepted best practice.
- Ensure the **appropriate responsible person** is kept informed of and consulted about the health, wellbeing and care of each individual sister/brother.

## Accountabilities

1. Health and wellbeing care coordination
2. Assisted living and clinical support
3. Management, policy and collaboration

## Overview of accountabilities

1. Health and wellbeing care coordination

Outcome: Ensure every sister/brother receives quality health and ageing care and support which is planned, delivered, monitored and reviewed in a manner that reflects generally accepted best practice.

Responsibilities include:

- 1.1. Assessment and care plans: implements an assessment, care planning, monitoring and review process to ensure each sister's/brother's health, care and support and accommodation needs are understood and met.
- 1.2. Accessing new services: facilitates accessing and transition to any new services including home care, RAC, hospital (admission/discharge) and respite care.
- 1.3. Health records: maintains up to date files and data base of each sister's/brother's health records; ensures secure storage and confidentiality; maintains records of each sister's/brother's key health documents and ensures that all key documents are in their personal files e.g., Advanced Care Directive; Enduring Guardianship form, etc.
- 1.4. Health and ageing entitlements: ensures health and aged care entitlements are accessed in an optimal way e.g., HCP, RAC, CHSP, transport vouchers, disability pensions, health care card, etc.
- 1.5. Home Care Package providers: maintains relationships (and where appropriate agreements) with preferred HC providers and addresses any concerns; oversees care providers service provision; oversees quality and safety standards of care provided by external Service Providers.
- 1.6. Home safety: ensures each sister's/brother's accommodation is assessed and meets safety standards for residents and as a workplace for carers and staff entering the accommodation.
- 1.7. Residential Aged Care: maintains agreements /relationships with preferred RAC providers; ensures sisters/brothers in residential care have a contact person in place providing regular support.
- 1.8. Respite care: ensures provision for respite /step down care is available as needed.
- 1.9. Health and wellbeing promotion: ensures the provision of group and individual programs to promote health and wellbeing.

## 2. Assisted living and clinical care and support.

Outcome: ensures every **sister/brother** in need of assisted living support or clinical care receives a full suite of quality clinical and care services provided through a mix of government and **name of RI** funded services.

Responsibilities include:

- 2.1. In-home care and support: ensure provision of a comprehensive suite of services including wellness and reablement; domestic assistance (cleaning, laundry); personal care (assistance with dressing and showering); pastoral care and companionship; social support; transport; aids and equipment; mobile medical alert - 24/7 response.
- 2.2. Clinical support: ensures **sisters/brothers** have access to appropriate clinical support including setting and attending medical appointments as appropriate; prevention programs are scheduled e.g., immunisations, annual GP assessment, vision, hearing, etc.; support with medication management.

## 3. Management, policy and collaboration

Outcome: ensure that all sisters/brothers health and wellbeing activities are managed in an accountable, efficient and cost-effective manner which is underpinned by a management system (comprising a comprehensive suite of policies and procedures) which reflects generally accepted best practice and meets statutory requirements related to safety, compliance and care.

Responsibilities include:

- 3.1. Policies, procedures, plans and review: establish and then oversee and periodically review the implementation of an approved suite of operating policies, procedures and plans for each of the role's key accountabilities.
- 3.2. Compliance and safety: ensure policies and procedures to address compliance and safety requirements are in place and met.
- 3.3. Management: manages staff and contractors and collaborates with colleagues in a manner which enables the optimal performance in the delivery of each of the role's accountabilities.
- 3.4. Collaboration: collaborates with **name of RI** structures and the EFCL team.
- 3.5. Duty of care: observes duty of care to sisters/brothers, staff and visitors.
- 3.6. Other responsibilities:
  - Participates in performance assessment and development process as outlined by EFCL.
  - Required to take on other responsibilities commensurate with the position from time to time.
  - Participates in EFCL staff training, meetings and workshops as required.
  - Adheres to all general policies as outlined by EFCL.

## Requirements

### Qualifications and experience

- **Qualified Registered Nurse with current AHPRA registration** and at least 5 years post registration experience in hospital, community or aged care setting.
- Care coordination
  - Experience of ‘case management’ or ‘care coordination’ in the aged care sector.
  - Good understanding of the aged care sector – familiar with government funded services and how to identify and make best use of them.
  - Capacity to support the sisters/brothers through various transitions which might include navigating community services and systems such as sourcing care packages.
  - Ability to coordinate clinical practice and care to meet each sister’s/brother’s requirements.
- Management and compliance
  - Experience in implementing and updating systems and processes for service delivery.
  - Ability to apply regulations / legislation in relation to clinical risk and quality improvement processes.
  - People management skills and experience.

### Qualities

- Appreciation of and commitment to supporting the ethos, culture, mission and charism of the **name of the RI.**
- Effective communication, listening and interpersonal skills and experience, together with the ability to advocate and influence stakeholders to achieve desired outcomes.
- A personal desire to support elderly people to live valued and meaningful lives.
- Ability to create effective, appropriate and respectful relationships with sisters/brothers and other stakeholders.
- Acts with kindness and compassion.
- Possesses a sense of self and inner strength.
- Ability to manage sensitive inquiries with tact, discretion and confidentiality.
- Ability to set and maintain boundaries.
- Ability to work flexibly within the role and as part of a larger staffing structure.
- Demonstrates professionalism and strong interpersonal skills.

### General

- As the care needs for the sister/brothers change this role description may be altered in accordance with the requirements for the **name of the RI sisters/brothers.**
- Child safety and Nationally Coordinated Criminal History Check:
  - The **name of the RI sister/brothers** create safe environments for the care and protection of vulnerable children and adults at risk
  - The successful applicant will need to undertake a Nationally Coordinated Criminal History Check before being accepted for the position.
- Computer literacy in current versions of Microsoft programs.
- Possess a current driver license and have use of a car.