

POSITION DESCRIPTION

Position Title: Care Placement Coordinator

Service: Home Healthcare

Reports to: Team Leader

Overview:

Visionwest Community Trust has been offering community-based services to people in West Auckland since the 1980's. The Trust was formally incorporated as the Friendship Centre Trust in 1988 in response to a growing desire of the Glen Eden Baptist Church to help those in need in the local community. The Trust started out small with a drop-in center at the Glen Eden Railway Station as a place where friendships were formed. The Trust responded to the needs present in the community and grew to be one of the largest community based Trusts in West Auckland. Today, Visionwest provides services to communities in Auckland, Waikato, Bay of Plenty and Christchurch.

Visionwest Community Services include:

- Community and Supportive Housing
- Home Healthcare
- Education & Training Centre
- Kindergarten
- Counselling Centre
- Whanau Centre
- Budgeting Service
- Foodbank

Purpose of the Position:

To provide effective and efficient placement coordination services by scheduling and rostering Support Workers that have the capacity and capability to deliver high quality services to Clients.

Relationships:

External:

- Clients & family/whānau
- Referral agencies
- Other health sector professionals

Internal

- Team Leader
- Regional Service Manager
- Other Care Placement Coordinators
- Care Managers (RN)
- Homecare staff
- Staff & volunteers of Visionwest and Glen Eden Baptist Church



Key Accountabilities:

Accountabilities	Responsibilities	Key Performance Indicator
<p>Care Placement Coordination</p>	<ul style="list-style-type: none"> • Process referrals promptly on receipt • Ensure care is placed as detailed in referral and as directed by Care Manager • Be culturally aware of client needs • Match Support Worker and client as closely as possible based on gender, ethnicity, culture, personality and client preference • Ensure Support Worker has appropriate level of training to ensure clients care/needs are met (ie hoist, MO etc etc) • Co-ordinate changes to on-going care as required (e.g. tasks and hours) • Manage client’s care to ensure a high level of client satisfaction and correct hours are maintained • Place relief care as required • Follow up issues to client’s satisfaction as required • Phone calls, emails, text messages from clients are noted, acknowledged and actioned accordingly and in timely manner • Refer clinical issues or concerns to Care Managers in timely manner for follow up and/or clinical visits as necessary • Support other Care Placement Coordinators as requested by the Lead Coordinator 	<ul style="list-style-type: none"> • Client care is placed and managed according to referral • A high level of client satisfaction is achieved • Care is placed and managed according to Visionwest Home Healthcare policy and procedures • Client’s hours maintained at correct level • Client’s complaints resolved appropriately in a timely and professional manner
<p>On Call Client Care Coordination</p>	<p><i>When required, to cover after hours Coordination on weekdays.</i></p> <ul style="list-style-type: none"> • Answering the after-hours mobile phone and professionally and correctly responding to the callers’ issue • Place relief care as required from the office for the specified ‘in office’ hours and using laptop and mobile from your home for the ‘remote’ hours. • Manage client’s care to ensure a high level of client satisfaction and correct hours are maintained • Follow up issues to client’s satisfaction as required. • Fill in call log appropriately. • Report serious and urgent issues to the on-call Care Manager (RN) or Regional Service Manager • Report any non-urgent issues to the Lead Coordinator or Care Manager (RN) the next working day 	<ul style="list-style-type: none"> • On Call Client care is placed according to client’s urgent needs. • Care is placed and managed according to Visionwest Home Healthcare policy and procedures. • Client’s and support workers concerns resolved appropriately in a timely and professional manner. • Clients receive the care they are entitled to • Clients and Support Workers report a high level of satisfaction with the after-hours service.
<p>Client Administration</p>	<ul style="list-style-type: none"> • Ensure hard copy files are accurate and up to date 	<ul style="list-style-type: none"> • Client files are up to date and accurate

	<ul style="list-style-type: none"> • Make appropriate and accurate changes to the data base as required 	<ul style="list-style-type: none"> • Data base is updated in accordance with Visionwest policy and procedures
Support Workers Recruitment	<ul style="list-style-type: none"> • Liaise with Lead Coordinator over staffing requirements • Be available for interviewing the candidates for Support Worker positions if required • Be available at orientation sessions and to meet new Support Workers • Ensure that the new support workers performance review is conducted 	<ul style="list-style-type: none"> • Lead CoordinatorL is kept informed of needs • Regular attendance at orientation sessions
Support Worker Supervision	<p>Training:</p> <ul style="list-style-type: none"> • Liaise with Lead Coordinator and Learning & Development Facilitator over on-going training requirements <p>Supervision & Performance management:</p> <ul style="list-style-type: none"> • Ensure there is regular contact with Support Workers; including passing on compliments, phone calls, emails, SMS messages are noted, acknowledged and actioned accordingly and in timely manner • Ensure that all the Support Workers in your area are efficiently rostered as per their availability • Ensure that the performance of the support worker is managed as per the support plan and desired quality is achieved • Follow up Support Worker's issues satisfactorily • Ensure that the employment relation matters and performance issues of your Support Workers are dealt with as per Visionwest's Performance Management process, in a timely and positive manner. Refer any serious matters to the Lead Coordinator immediately. • Manage SW leave in a timely manner as per current processes • Action payroll requests/queries as soon as practicable <p>Support Worker Annual Performance Reviews:</p> <ul style="list-style-type: none"> • Ensure Annual Performance Review of each Support Worker in your area is completed on time as per the process according to their anniversary date <p>General support:</p>	<ul style="list-style-type: none"> • Training needs are addressed • Support Workers feel supported • Support Workers are managed according to Visionwest policy and procedures • The Lead Coordinator is informed immediately of any serious performance or misconduct issues • Staff files are up to date • Data base is updated in accordance with Visionwest policy and procedures • Payroll queries are actioned quickly so that SWs are paid correctly, and correct hours invoiced • Annual reviews are completed appropriately, accurately and as per annual schedule • Referrals are made to GEBC or other Community Chaplain as required

	<ul style="list-style-type: none"> • Empathise, support and encourage clients or support workers as and when they call in need or asking for morale support 	
Quality and Clinical Care	<ul style="list-style-type: none"> • Liaise with the Care Managers to ensure matters affecting clients health and/or safety are appropriately dealt with • Ensure issues, concerns, accidents, incidents are captured, documented, investigated and followed through in timely manner 	<ul style="list-style-type: none"> • Issues raised by clients, Support Workers or the Care Managers are followed up promptly • Cause for concerns, complaints/ events , accidents/incidents are actioned in timely manner
Service delivery and Guaranteed hours	<ul style="list-style-type: none"> • Monitor any under-delivery of hours (hours not provided) and ensure hours of care provided are as close to maximum as possible • Ensure there are no over-delivery of hours • Ensure Support workers guaranteed hours are fully utilised • Consult with Support Workers over any proposed reductions in guaranteed hours and refer to HR for variations if necessary • Refer any immediate reduction in guaranteed hours to HR for variations if necessary • Identify and action any increase in guaranteed hours and refer to HR for variations 	<ul style="list-style-type: none"> • Efficient delivery of service hours as prescribed by the funder • No over-delivery of service hours • Guaranteed hours fully utilised by efficient rostering
Team work	<ul style="list-style-type: none"> • Regular, active and positive participation in the team meetings. • Providing assistance outside of your normal work group as and when required. 	<ul style="list-style-type: none"> • Regular attendance • Active and positive attitude
Event support	<ul style="list-style-type: none"> • Attend and assist with Support Worker events including graduation events, annual Support Worker party and other engagement events 	<ul style="list-style-type: none"> • Active involvement and attendance at Support Worker events
Confidentiality	<ul style="list-style-type: none"> • Ensure all information relating to clients and staff remains confidential at all times 	<ul style="list-style-type: none"> • Compliance with Privacy Act 1993
Personal Development	<ul style="list-style-type: none"> • Opportunities for continued personal and professional learning & development are identified and discussed with Lead Coordinator. 	<ul style="list-style-type: none"> • Continued personal and professional learning & development occurs • Attendance and participation at training as directed by Lead Coordinator and management
Health and Safety	<ul style="list-style-type: none"> • Comply with organisation policies and procedures. Contributes to maintaining a safe, supportive working environment by safe and healthy working practices 	<ul style="list-style-type: none"> • All policies and procedures are understood and complied with. • The environment is safe and healthy, and service gaps or potential risks have been identified and reported promptly • Accidents/incidents, near misses and other hazards are reported according to Visionwest Home Healthcare policy • Adopts safe working practices and encourages other to do the same

Additional tasks	<ul style="list-style-type: none"> To complete administration and other additional tasks, that are within capabilities, to support the work of the Home Healthcare service 	<ul style="list-style-type: none"> Complete tasks as requested in a timely and accurate manner
Vision, mission and values	<ul style="list-style-type: none"> To reflect the vision, mission and values of Visionwest Community Trust in work place relationships and all work-related activities 	<ul style="list-style-type: none"> The vision, mission and values of the trust are evident in all work practices

Person Specification

Ideally the Care Placement Coordinator will possess the following skills and personal attributes:

Qualifications and Experience	
Experience	<ul style="list-style-type: none"> A background working in the health, disability, education or social services sector and a sound theoretical knowledge of intellectual disabilities, and mental health; Demonstration of training, leadership and resource management skills; Demonstration of responsive, client-centered solutions for service users (customer focus); Experience partnering with stakeholders to achieve desired outcomes.
Competencies	
Organisational and time management skills	<ul style="list-style-type: none"> Demonstrates ability to structure duties; prioritising the workload, delivering results and meeting deadlines Successfully plans own time to meet expected and unexpected outcomes and responds positively to interruptions and changes in work programme Ability to assess existing systems and make recommendations Punctual and reliable Ability to work under pressure
Computer literacy	<ul style="list-style-type: none"> Demonstrates a satisfactory level of computer skill and literacy appropriate for the role – WORD, EXCEL and Outlook
Interpersonal and team skills	<ul style="list-style-type: none"> Is open and listens Has an inclusive way of working with people Effective team player who actively supports a team culture and assists team members Supportive of team values and ethos to achieving the goals of the service and Visionwest Community Trust
Communication	<ul style="list-style-type: none"> Communicates competently and clearly in English – both oral & written Pleasant telephone manner
Client service focus	<ul style="list-style-type: none"> Ensures a high level of client service appropriate to a diverse range of clients Determination to achieve excellence Proactively develops and builds effective customer relations
Problem solving	<ul style="list-style-type: none"> Commitment and passion to overcome obstacles Ability to analyse and identify problems and produce effective and timely solutions Innovative problem solving
Attributes	
Essential	<ul style="list-style-type: none"> Agree with the mission and values of the organisation and actively participate in supporting them Enjoys administration work Very detail conscious Good sense of humour Demonstrates a willingness to make a positive contribution with a “can do, will do” attitude Demonstrates and encourages continuous learning and development of skills

A commitment to the vision, mission and values of Vision Community Trust, and an ability work within the objectives as set out in the Trust Deed;

Objectives of Visionwest Community Trust

- a. *To encourage a spirit of Christian compassion within local communities and actively promote the message of Christianity – love, hope, mercy and kindness – through the act of providing various social care and welfare services for the under-privileged, the needy, and the disadvantaged;*
- b. *To provide direction and resources, whether financial or otherwise, in order to meet the social, emotional, physical and educational needs of the people in the West Auckland area generally (and beyond);*
- c. *To establish such service centres, programmes and facilities which will enable the provision of appropriate social services to local communities, including but not limited to; kindergarten and childcare facilities; home care services; health care services; provision of temporary and permanent accommodation and housing; educational development; counselling services; employment training services and financial services and support;*
- d. *To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- e. *To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- f. *To initiate, establish and administer any social services for the people of local communities (including children, the destitute, and the elderly) who, for any reason, are in need of care and assistance.*
- g. *To carry out such other charitable purposes within New Zealand as the Board shall determine after consultation with the Elders' Board.*

Mission Statement: “Building Hope Together”