

Position Description

Position Title:	Individualised Funding Coach (IF Coach)
Service:	Home Healthcare
Reports to:	Service Operations Manager – Home Healthcare

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 Housing
- Baptist Home Healthcare
- Education & Training Centre
- Kindergarten
- Counselling Centre
- Whanau Centre
- Budgeting Service
- Pataka Kai (Foodbank)

Purpose of Position

The purpose of the Individualised Funding Coach is to coach and coordinate clients, ensuring statutory requirements are met for Visionwest clients who have Individualised Funding. The IF coach is responsible for managing the Individualised funding services for Visionwest.

Relationships

Internal:

- Service Operations Manager – Home Healthcare
- National General Manager – Homecare
- Individualised Funding Support
- Business Manager – HHC
- Regional Managers
- Administrators, Coordinators and Care Managers
- Homecare Partners – Quality, Finance and People & Culture
- Staff and volunteers of other Visionwest services

External:

- Clients and their families / Whanau
- Referring agencies
- Funders – MOH, MSD
- Partners
- Other IF Providers

- Suppliers

Accountabilities	Responsibilities	Key Performance Indicator
IF Service Delivery	<ul style="list-style-type: none"> • Manage the complete end-to-end Individualised Funding (IF) process including: <ul style="list-style-type: none"> • Processing all IF referrals. • Arranging set-up visits (or meeting via video call) with all new clients within expected timeframes. • Ensuring clients are provided the level of service they require • Supporting clients to develop service plans • Providing appropriate guidance and completing and processing IF documentation for new clients. • Contacting existing clients on a regular basis to ensure they are getting the services they need. • Ensuring IF services are delivered in accordance with Ministry of Health guidelines • Working with Visionwest payroll and finance team to ensure that IF related payments and invoicing are completed accurately and in a timely manner • Providing timely response to client queries and following up on any issues raised. • Monitoring clients performance against their budgets 	<ul style="list-style-type: none"> • Referrals and set-up visits are arranged within two working days of referrals being received • Clients have appropriate information and advice to determine how they will use and manage their Personal Budget. • Provide new clients with all required IF documentation within five working days of the referral being received. • Ensure all documentation is completed accurately and in a timely manner. • A high level of client satisfaction is achieved. • Review clients at least once every year • Client queries are responded to within 2 working days (unless agreed otherwise with the Service Operations Manager). • All complaints are resolved appropriately in a timely and professional manner in accordance with Visionwest policy. • Anomalies in budget expenditure are monitored and managed to ensure that clients have enough budget to purchase supports.

Relationship Management	<ul style="list-style-type: none"> • Maintain regular communication and network with funders (MoH / MSD) and referral agencies in the regions to ensure healthy and positive working relationships are maintained. • Work in a collaborative and inclusive manner with clients, families, work partners, the Ministry, and referrers. • Develop and maintain effective relationships with all internal and external stakeholders, associate service partners and other IF providers. • Build and develop positive working relationships with all internal stakeholders 	<ul style="list-style-type: none"> • Attend all relevant funder provider and referral agency meetings • Develop and send regular newsletters / information for clients and families • Organise and hold regular meetings with external stakeholders / partners • Organise and hold regular meetings with Visionwest payroll and finance team
Operational and Financial Management	<ul style="list-style-type: none"> • Work with finance to ensure all claims received from clients are within Ministry Guidelines before payments are approved • Ensure that Ministry of Health reporting requirements are met for all clients • Support the follow up of any Ministry payment rejections to ensure funding is received • Ensure that all processes meet standard audit requirements 	<ul style="list-style-type: none"> • Monitor, report and address any payment and invoicing delays and issues. • Complete all MoH quarterly and annual reports and submit for national GM sign off a week before due date. • Reduce payment rejections and any outstanding client payments.
Reporting and administration	<ul style="list-style-type: none"> • Prepare daily, weekly, monthly, quarterly, and annual reports as required • Ensure all client files are accurate and up to date. • Ensure information is accurately documented in the CMS system. 	<ul style="list-style-type: none"> • Ensure all PMR and other external reports completed on time • Ensure regular monthly reports to national GM/SMT • All required reports are produced and provided in a timely manner to a high standard
Business Growth	<ul style="list-style-type: none"> • Ensure every networking opportunity is used to Market IF. • Attend local and regional disability provider meetings and other appropriate events to network and promote our services. 	<ul style="list-style-type: none"> • Grow the IF service by at least 10% or more annually as agreed with the national GM
Supervision	<ul style="list-style-type: none"> • When required, provide coaching and training to the Individualised Funding Support. 	<ul style="list-style-type: none"> • The Individualised Funding Support is well supported in the role.

Confidentiality	<ul style="list-style-type: none"> • Comply with Visionwest Privacy Policy. • Manage confidential information in an appropriate way to ensure it remains confidential. 	<ul style="list-style-type: none"> • Confidentiality is maintained at all times.
Personal Development	<ul style="list-style-type: none"> • Look for opportunities to upskill and professionally develop and discuss with your manager 	<ul style="list-style-type: none"> • Continued personal and professional learning
Cultural Integration	<ul style="list-style-type: none"> • Support Visionwest in its journey of establishing their kawa and Kaupapa Maori frameworks to create culturally welcoming environments and practices 	<ul style="list-style-type: none"> • Participation in the Organisations ongoing journey of development to embrace other cultures in all the services provided and to provide an environment welcoming to all
Health and Safety	<ul style="list-style-type: none"> • Contribute to a safe working environment for oneself and others • Promptly report any accidents, incidents, near misses or hazards 	<ul style="list-style-type: none"> • An active contribution to a safe working environment for oneself and others, timely reporting of incidents
Additional tasks	<ul style="list-style-type: none"> • To complete additional tasks as are reasonable requested by the Service Operations Manager or National General Manager from time to time 	<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"> • Be an ambassador of the vision, mission and values of the organisation by reflecting these in all workplace practices and encouraging others to do so too. • Ensure that the vision, mission and values are an integral part of any work produced by this position e.g. process, policy, task etc 	<ul style="list-style-type: none"> • The vision, mission and values are reflected in all workplace practices with other staff inspired to do so as well.

QUALIFICATIONS AND EXPERIENCE

- Appropriate Service or operations management experience
- Understanding or experience in IF service delivery would be preferred
- Health sector experience is a must

KEY COMPETENCIES

- Ability to develop and build strong relationships
- Ability to work independently
- Proactive, flexible, future-focused and outward looking
- Ability to juggle multiple priorities
- High level of written and oral communication skills.
- Strong interpersonal skills
- Excellent listening, networking skills
- Communicates effectively
- Effective time management and organisational skills.

- Ability to work cooperatively with other professionals, providers and organisations.
- A “can do” attitude to management
- The ability to develop and implement systems, procedures, and processes
- Self-motivated.
- Effective problem-solving skills – uses common sense approach
- A strategic thinker
- Able to meet tight deadlines and manage multiple tasks
- Preferred strategic awareness of the New Zealand Public Sector policy environment in general and Home and Community Support Services Sector in particular.

ADDITIONAL REQUIREMENTS

- Ability to regularly travel to all regions

Objectives of Visionwest Community Trust

- 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;*
- 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);*
- 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;*
- To assist those who experience financial and emotional hardship; and those who are disadvantaged in society;*
- To alleviate the difficulties of those experiencing hardships, including financial hardship and to bring relief through whatever means are available to the Trustees;*
- 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.*
- 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”