**POSITION DESCRIPTION**

**POSITION SUMMARY:**

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| --- | --- | --- | --- | --- | --- |
| **Position Title:** | Eldercare Coordinator | | | | |
| **Department:** | Eldercare | **Location** | | Palm Island | |
| **Reporting To (Title):** | Executive Manager | | | | |
| **Employment Status** | Full-time / Part-time | | Level | |  |
| **Award** | Social, Community, Home Care and Disability Services Industry Award 2010 | | | | |
| **Contacts and Critical relationships** | **Internal**   * Executive Manager * Medical Staff * Corporate Office * Other PICC Services   **External**   * Clients * Aged Care Assessors * Other service providers on Palm Island * Palm Island community | | | | |
| **Organisation Structure** | ***See Attachment*** | | | | |

**ABOUT THE ORGANISATION**

PICC is a not-for-profit, community-controlled organisation that provides a wide range of health, community services, and social enterprises. PICC’s community services include child protection, early childhood, disability, youth, community justice, domestic and family violence, women’s and family programs, and diversionary services. Our health and community services are funded by various state and federal funding bodies. Our Social Enterprises are a self-funded arm of PICC that includes the community shop, mechanical and fuel services, accommodation, catering, cleaning, transport, maintenance services, and other activities. PICC established its Social Enterprises to provide necessary services and create local employment on Palm Island.

PICC’s Vision and Mission are:

* + **Vision**: A healthy, resilient, and productive Palm Island;
  + **Mission**: Quality integrated and responsive services that meet community need and are delivered by Palm Islanders.

**PURPOSE OF THE DEPARTMENT**

The Elder Care Support Team will support clients to understand their aged care service entitlements, including My Aged Care registration, contractual arrangements and costs, and will help ensure Elders and their families are well-prepared for plan reviews and outcomes. This role will liaise with aged care Assessors to ensure Elders are well-supported throughout the assessment process. This role involves managing a small team, ensuring high-quality care, maintaining compliance with relevant legislation and standards, and fostering partnerships with clients, families, and community services

**THE ROLE**

The Elder Care Support Coordinator will work with and manage a small dynamic team overseeing the delivery of advocacy support and care to all Aboriginal and Torres Strait Islander Elders in our community as they navigate the complex system of assessment, entitlement and access to Aged Care services. Provide advocacy support to ensure clients receive a culturally safe plan assessment.

**TECHNICAL DUTIES**

|  |  |
| --- | --- |
| **KEY RESPONSIBILITIES** | **KEY PERFORMANCE INDICATORS** |
| Manage the Elder Care Support Team and daily operations. | * Timely resolution of operational issues * Compliance with internal policies and procedures |
| Support clients through aged care assessments and plan reviews. | * Number of clients successfully supported through assessments * Reduction in assessment-related complaints |
| Liaise with assessors and stakeholders to ensure culturally appropriate care. | * Number of stakeholder engagements per quarter * Increased collaboration with Aboriginal health services |
| Provide family support and link clients to related services | * Number of families supported * Number of successful service referrals |
| Oversee care plans, client satisfaction, and compliance | * Percentage of care plans reviewed and updated on schedule |
| Lead team development and administrative processes. | * Completion rate of staff training and development plans |
| Report program performance and manage budgets. | * Timely submission of monthly/quarterly reports |
| Travel as needed to meet program objectives. | * Number of outreach visits completed |
| Promote a culturally safe workplace and ensure WH&S compliance. | * Promote a culturally safe workplace and ensure WH&S compliance. |
| **RESPONSIBILITIES GENERAL – ALL EMPLOYEES** | **KEY PERFORMANCE INDICATORS** |
| Participate in Workplace Health and Safety training and activities and Risk Management Planning activities | * Training and other activities recorded |
| Record incidents and near-misses in line with practice policy | * Incident reports recorded |
| Practice duty of care including meeting practice standards and accountability | * Evidence of compliance in audits |

**NON-TECHNICAL DUTIES**

|  |  |
| --- | --- |
| **RESPONSIBILITIES** | **KEY PERFORMANCE INDICATORS** |
| Communicates with professional language to a range of people at all levels of organisations and community | * Ability to communicate on all levels with all Corporate and Senior staff members, direct reports, Clients and Visitors |
| Understands, works and communicates effectively with Indigenous people. | * Shows a understanding of the indigenous and Palm Island cultures, builds strong working relationships |
| Write clear and concise reports as required | * Provides clear written and oral reports with relevant facts and processes explained. |
| Engages in formal training when required. | * Attends and completes training |
| Able to maintain confidentiality and consult, negotiate and provide authoritative information and advice as required | * A proven knowledge of current legislation requirements with a medical practice |
| Adhere to the Code of Conduct of the Palm Island Community Company in a manner that is consistent with both its spirit and intent | * Adheres to and is an advocate of the PICC code of conduct * Leading by example |
| Provide a positive contribution to the team through participation team meeting and team-based work processes | * Resolve conflict and participate equitably in positive and successful teams |

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. PICC can direct you to carry out duties which it considers are within your level of skill, competence and training. You will be required to perform other duties/tasks as required by your Line Manager.

**SELECTION CRITERIA**

**Professional:**

* Demonstrated experience working in a similar role in aged care.
* Strong knowledge and understanding of Aged Care Standards and other relevant government program requirements.
* Experience in staff management, leadership, and team development.
* Be of Aboriginal and/or Torres Strait Islander decent and the ability to engage and work effectively with Aboriginal people and communities.
* Excellent interpersonal and communication skills.
* Experience in, or the willingness to gain a relevant qualification (supported by PICC) in staff management, leadership, and team development.
* Ability to travel and reside on Palm Island as required

**Other**

* Nationally Coordinated Criminal History Check (Police Check) (essential).
* Must hold a current “C” Class Drivers Licence

**STAFF ACKNOWLEDGMENT**

**POSITION TITLE:** Eldercare Coordinator  **, Palm Island**

This position has been accurately described, is current and has been explained by:

**Palm Island Community Company Representative:**

Date: ……../………./………..

*Signature*

**This position description is accepted with the full understanding of my obligations and authorities and I accept the responsibilities described herein:**

Date: ……../………./………..

*Signature (Employee)*

**DISTRIBUTION**

Signed original for employee personnel file

Copy to employee

