



Formed in 2016 Masonic Care Tasmania Inc. (MCT) is a state wide provider of aged care and health care services throughout Tasmania, operating from three main sites, two in Launceston and one in Hobart, along with a number of other sites in both Launceston and Hobart.

MCT provides an integrated range of residential aged care, independent living and home care services, with a strong desire to develop and grow allied health and medical services.

MCT was created through a merging of Fred French Masonic Nursing Home Inc and Masonic Peace Memorial Haven of Northern Tasmania Inc (together previously known as Masonic Homes of Northern Tasmania) and Freemasons’ Homes of Southern Tasmania Inc.

The MCT Vision, Mission, Values, Philosophy and Core Business Statements create an organisational platform for individual, team and organisational attitudes, behaviours and work practices; the culture of MCT.

<b>MCT Vision</b>	A world where people are supported to live life as they choose
<b>MCT Purpose</b>	Enriching lives and communities
<b>MCT Values</b>	<p><b>Choice</b> Honouring the decisions of individuals with integrity</p> <p><b>Compassion</b> Expressing sensitivity and empathy in what we do and how we do it</p> <p><b>Respect</b> Upholding the rights, beliefs and choices of individuals without judgement</p> <p><b>Innovation</b> Having the courage to explore better ways of doing and being</p>
<b>MCT Philosophy</b>	Live Life with Us
<b>MCT Core Business</b>	Developing and delivering individualised aged care and health care services for people who are ageing & have emerging or actual chronic health or complex health challenges and require high care – sub-acute services.

# Community Services Coordinator

<b>Role Purpose</b>	Responsible for the provision of quality Home Care services to customers through assessment, case-management and coordination
<b>Location</b>	This position is based in Hobart, Tasmania (however you may be required to travel throughout Tasmania).
<b>Reports to:</b>	You will report directly to the Head of Community Aged Care.  Any financial decisions must be aligned with the Masonic Care Tasmania Authorisation and Delegations Schedule.
<b>Qualifications and Skills</b>	<ul style="list-style-type: none"> <li>• Minimum Certificate 4 in Home &amp; Community Care or Aged Care required (Essential)</li> <li>• Coordination/supervisory experience within Community Aged Care (desirable).</li> <li>• Understanding and commitment to delivering exceptional customer service with knowledge of community services for older people and of duty of care responsibilities pertaining to the delivery of in - Home Care.</li> <li>• Organisational skills to enable timely arrangement &amp; coordination of services.</li> <li>• Proven administrative and IT skills (including effective use of smartphone technology, email, data entry and word processing skills and report writing) with the ability to manage resources effectively.</li> <li>• Demonstrable respectful, non-judgemental and empathetic attitude with a commitment to customer's right to participate in planning &amp; managing their support.</li> <li>• Excellent knowledge of Customer Directed Care (CDC) principles.</li> <li>• Knowledge of issues involved in supporting and caring for frail older people with diverse value systems, cultural differences and special needs</li> <li>• Ability to appropriately use initiative and be self-directed to meet required timeframes and KPI's</li> <li>• Proven interpersonal skills and the ability to engage with a variety of people both face to face and over the phone, and liaise sensitively with people from diverse backgrounds and experiences.</li> <li>• Ability to provide professional and responsive customer service, and promote the organisation in a positive manner.</li> <li>• Willingness to provide an advocacy role to vulnerable people as required.</li> <li>• Current driver's licence.</li> <li>• Satisfactory police check.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Build rapport with customers' families, advocates and external agencies to ensure optimum customised service delivery.</li> <li>• Ensure confidentiality and security of all customer and staff data.</li> </ul>

	<ul style="list-style-type: none"> <li>• Act in a professional manner at all times to provide a prompt, courteous, responsive and flexible service to all program customers and staff.</li> <li>• Assist customers to navigate the aged care system to ensure they receive the best possible range of care to meet their needs to remain independent and at home and be an active participant in their community.</li> <li>• Understanding of and commitment to quality customer services and the promotion of wellness and independence for the client.</li> <li>• Ensure all concerns and issues raised by staff, customers and/or families are reported promptly and where appropriate, participate in investigations and planning for resolutions.</li> <li>• Monitor service delivery to ensure customers are encouraged to identify and achieve goals for independence, wellness and re-ablement.</li> </ul>
<b>Case Management</b>	<ul style="list-style-type: none"> <li>• Provide quality case-management to customers which includes appropriate intake, ongoing assessment, coordination, documentation, monitoring, review, advocacy where required/appropriate, package budget management and discharge.</li> <li>• Responsible for maintaining case load numbers to benchmark level. Work with external agencies/workers in a collaborative manner to facilitate best service outcomes</li> <li>• To provide case management reporting through ongoing assessments that respond to the needs of clients who have complex and multiple needs, including appropriate referral to other services.</li> <li>• Empower staff with knowledge and training related to Customer Directed Care (CDC) principles.</li> <li>• Extensive knowledge of local community networks and referral services relevant to clients.</li> <li>• The capacity to respond appropriately to customer needs and manage potential conflicts of interest.</li> <li>• Respond to enquiries in a professional, courteous, responsive and flexible manner regarding services and programs available to potential customers, their families and advocates.</li> <li>• Whilst the position receives guidance, and support from other staff, the incumbent must demonstrate the ability to work unsupervised and is responsible for the completion of allocated duties in a timely, accurate and efficient manner.</li> <li>• Ensure goods, equipment and services purchased through package funds are in accordance with Department guidelines, customer's goals of care and funding.</li> <li>• Complete all documentation in a professional and timely manner.</li> <li>• Adhere to Service standards and guidelines for Home Care.</li> <li>• In conjunction with the Head of Community Aged Care, participate in the development implementation and evaluation of policies, procedures and management systems for the program and team.</li> </ul>
<b>Supervision &amp; Support</b>	<ul style="list-style-type: none"> <li>• Responsible for the supervision and support of Community Support Workers.</li> <li>• Support service delivery staff in the management of service related issues.</li> </ul>

		<ul style="list-style-type: none"> <li>• Act as a role model and work positively with the team to ensure a cooperative and appropriate approach to service delivery and work practices.</li> <li>• Implement communication strategies and consultative processes to create a positive work environment where team goals are achieved and staff are kept informed re key responsibilities, trends and issues.</li> </ul>
	<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Contribute to creating and maintaining a healthy and safe work environment.</li> <li>• Observe occupational Work Health &amp; Safety Polices at all times</li> <li>• Participate in problem solving processes to resolve work health &amp; safety and infection control issues.</li> <li>• Contribution to the positive growth of the organisation’s safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.</li> <li>• Ensure processes are in place for work to be carried in a safe manner and that Work Health and Safety action plans are developed and implemented, with regular workplace inspections and audits being conducted.</li> </ul>

It is agreed that these are the primary requirements for the position of **Community Services Coordinator** however there is an expectation that this position may perform, or learn other duties, as required by Masonic Care Tasmania.

Where the requirements and tasks vary significantly, both parties agree to discuss these variations and draft a new Position Description which reflects agreed variations.

It is understood by both parties that this position description forms an integral part of the feedback process between the employee and management, therefore the entire document will be considered during any performance assessment.

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_  
**Community Services Coordinator**

Employer Signature \_\_\_\_\_ Date \_\_\_\_\_  
**General Manager Operations**