



Position Description Client Services Coordinator

Employment type: Full Time

Reports to: Team Leader – Client Service

Position location: RERC Head Office (Fitzroy)/ Working from home

Direct reports: Nil

About the organisation

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is a charity and the leading community organisation founded in 1984 to represent interests of Russian speaking people living in Victoria. RERC provides a range of community services funded by state and federal governments to support elders, people with disabilities, and disadvantaged people with CALD background. Our current programs include the CHSP program, Community Visitors Scheme, brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

The Client Services Coordinator is responsible for supporting a caseload of clients receiving CHSP or HCP funding to ensure continuity of care to support the older person's choice to remain living safely at home.

Key Accountabilities:

- Acting as the primary contact and advocate for clients
- Providing accurate and appropriate information to clients and assisting with referral through MAC
- Performing client intake, including client information collection, eligibility and need assessments.
- Developing a care plan with the client and relevant stakeholders (e.g. family members, physicians, etc.)
- Arranging services provision (e.g. home care, transport, etc.) and providing relevant data to rostering units or/ and external partners (e.g. meals, transport, etc.).
- Providing case management services to clients, monitoring and resolving cases and maintaining ongoing contact with clients and relevant stakeholders on case resolution.

Organisation

RERC Inc.
ABN: 91 549 424 794

Head Office

118 Greeves Street,
Fitzroy VIC 3065

Contact details

Tel: 9415 6899
Fax: 9415 9866

Web: www.rerc.org.au
Email: mail@rerc.org.au

- Conducting reviews with clients, including, revising their care plan, goals, services to support our clients in living life to fullest
- Maintaining case notes, records, and other required documentation as per Aged Care industry standards, regulatory requirements, and organizational policies and procedures.
- Management of clients feedback and complaints
- Performing other related duties as assigned or required.

Skills, Attributes and Knowledge

- Strong customer service focus and commitment to providing excellence in customer service
- Ability to keep accurate and systematic records
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders
- Organisation and time management skills to organise own work, to establish priorities and meet deadlines
- Knowledge of continuous quality improvement systems and processes
- High degree of personal integrity and the ability to deal with matters confidentially
- Community minded and able to display empathy to the target groups
- Proficient administrative and computer skills, including Microsoft Office and databases
- Cert IV in Community Services, Aged Care or similar discipline (desirable)
- A comprehensive understanding of the Aged Care Service Delivery Framework, the Aged Care Quality Standards and the relevant legislation.
- Demonstrated experience proving case management to older people, supporting them to manage their care needs and meet their goals
- Demonstrated ability to work in a flexible and innovative way in responding to consumer needs.
- Exceptional customer service skills.
- Solid knowledge of Russian language and Russian Culture
- Demonstrated computer skills alongside skill and experience in utilising electronic databases
- A current driver's licence and access to a fully insured vehicle

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