
Position Description

Service Coordinator

Employment type: Full-time, two-years contract with possibility to extend

Reports to: Team Leader Support at Home

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

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 and home care services to support elders, people with disabilities, and disadvantaged people with CALD background. Our current programs include the Support at Home program, Commonwealth Home Support Program (CHSP), Aged Care Volunteer 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

Service Coordinator operates as a part of RERC Service Coordination Team to provide high-quality customer service and administrative support, make relevant service arrangements and resolve client requests – with a strong focus on client-centred, culturally safe and effective care to RERC clients. Service Coordinator collaborates with RERC Support at Home and Rostering Teams to ensure best outcomes for the clients.

Key Accountabilities

Client Service and Care Coordination

- Be the first point of contact for clients, help them access services and address client enquiries and issues.
- Provide outstanding customer service, ensuring every interaction is handled with care and professionalism.
- Collaborate with other members of Service Coordination Team to ensure consistent and efficient approach to care coordination and information sharing, timely response to client enquiries and resolution of client issues.
- Promote and support the RERC service proposition by coordinating effectively between clients, Care Advisors, Rostering Team and service providers.
- Provide accurate and appropriate information to clients and assist with referrals through MAC, determine client's eligibility for aged care services, submit review requests, liaise with MAC as required.
- Support CHSP care recipients through their client life cycle, including intake, admission screening and onboarding, development of goal-directed care plans, coordination of services and supports, referrals, annual and ad-hoc reviews and discharge.
- Make relevant delegated service arrangements for Support at Home (SaH) clients e.g. transport, meals etc.

Russian Ethnic Representative Council of Victoria

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 6899
Email: chsp@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794

- Identify, document, monitor and report client risks, address emerging risks or changes in participant needs, and respond to deterioration in a timely manner.
- Where directed by management, process billable Care Management activities time for Support at Home clients via care management system.

Administration and Compliance

- Ensure adherence to the Strengthened Aged Care Quality Standards, CHSP and Support at Home program guidelines, organisational policies and procedures.
- Prepare, discuss with participants and maintain CHSP client service agreements.
- Maintain care notes, client records and supportive documentation and update care management system entries in a timely manner to ensure that client data is accurate, relevant, complete and up-to-date.
- Ensure that all client incidents, complaints and feedback are reported in a timely manner, escalated as required and resolved promptly and appropriately. Contribute to incident and complaint investigations as directed by management, comply with SIRS requirements on incident reporting.
- Review and validate relevant associated provider invoices against Support at Home services planned and SaH inclusions and exclusions rules, ensure invoices are rendered correctly and have all mandatory service data, address invoice issues with external providers and escalate to a relevant Care Advisor and/or management as required.
- Maintain clients' privacy and confidentiality.

Other Responsibilities

- Support effective teamwork and collaboration through sharing knowledge and keeping people informed, speaking constructively about issues that affect a client, team or service, and seeking opportunities to work together with other teams on common issues.
- Attend relevant meetings and training activities as directed by management.
- Proactively support the organisation to adapt to change and implement sector reforms.
- Perform other related duties as assigned or required.

Qualifications and Experience

Essential

- Demonstrated experience in care coordination, case management or similar roles in aged care, health, or disability services
- Fluent Russian

Desirable

- Sound knowledge of the CHSP program and aged care sector is highly desirable
- Experience in working with CALD clients
- A qualification or formal training in customer service, business administration, case management or equivalent

Checks and Licences

- Current Police check (within 12 months) or willingness to obtain one
- A current full driver's licence and access to a fully insured vehicle
- First Aid Certificate or willingness to obtain one
- Right to work in Australia

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Skills, Attributes and Knowledge

- A genuine passion for supporting older people to live their best lives.
- Understanding of the Commonwealth Home Support Programme, Strengthened Aged Care Quality Standards, and developed skills in providing person-centred services to elderly clients.
- Exceptional customer service skills and ability to apply them in ethno-specific context.
- Demonstrated ability to conduct assessment, coordination and case management activities for elderly clients living in the community.
- Strong administration skills, with developed ability to keep accurate, systematic records, case notes and other relevant documentation.
- Demonstrated ability to work in a flexible and innovative way and problem solve effectively in responding to customer needs.
- Excellent planning and organisation skills, and ability to prioritise and manage a busy workload to deliver competing work priorities and meet deadlines.
- Capable of consistently maintaining professionalism, integrity and confidentiality in all dealings with clients, staff and range of stakeholders.
- An excellent communicator, with adaptive verbal and written skills.
- Skilled in using care management or CRM systems, previous exposure to Lumary or Salesforce.com platform will be an advantage.
- Good structural thinking and confidence with numbers and various invoice formats for the purposes of performing basic numerical analysis
- Commitment to learning and continuous improvement, able to support change.
- Intermediate skills in Office 365 (Word, Excel, Teams, PowerPoint) and Google Apps.

Performance Indicators

- Participant satisfaction and person-centred care
- Timely and efficient response to client enquires, making sure (individually and as a team of Service Coordinators) that all items in client enquiries pipeline are addressed within 1 business day.
- Timely completion of mandatory annual reviews for CHSP clients and review requests to MAC.
- Timely response to/ escalation for client risks.
- Case Notes and documentation aligned with program expectations and rules.
- Accurate and timely validation of SaH external invoices and follow up with relevant providers and Care Advisors where required.
- Productive collaboration with RERC teams and external stakeholder to ensure best outcomes for clients and organisation