

## Care Coordinator – Footprints Care Coordination Service (CCS)

### Position Details

This position is responsible for ensuring the Care Coordination Service for adults with chronic disease achieves its objectives in line with the program schedule and model of service delivery set out by Footprints in conjunction with Brisbane South Primary Health Network (PHN).

The Care Coordination Service aims to make a real difference to outcomes for adults who:

- Adults that have one or two chronic conditions (where mental health is not the primary presenting condition)
- Experience bio-psychosocial risk factors
- Not frequently hospitalised
- Live within the Inala and Logan Region

<b>Employer</b>	Footprints in Brisbane Inc. (Footprints)	<b>Program Area</b>	Mental Health and Community Services
<b>Location</b>	Kingston Office	<b>Salary Range</b>	As per Award rates
<b>Status</b>	Fixed Term Part Time	<b>Hours/FTE</b>	22.8 hours per week
<b>Industrial Instrument</b>	Social, Community, Home Care and Disability Services Industry Award 2010	<b>Classification Level</b>	Level 5
<b>Reporting relationships</b>	This role reports to the Team Leader - Care Coordination Service		

### Responsibilities

Key Responsibilities
<ul style="list-style-type: none"> <li>▪ Work with individuals to identify and coordinate access to appropriate services that will support them throughout their health care journey.</li> <li>▪ Collaborate with the client/carers and General Practitioners to improve patient health and wellbeing outcomes.</li> <li>▪ Develop rapport and deliver targeted individualised supports that are in line with the client’s personal goals, needs and choices.</li> <li>▪ Ability to collate and report on key performance indicators pertaining the delivery of the program and required organisational reports.</li> <li>▪ Advocate with internal and external stakeholders and within the local community to assist individuals to receive appropriate, effective and critical services.</li> <li>▪ Facilitate and navigate clients that are wanting to access and gain assistance with the National Disability Insurance Scheme (NDIS), Aged Care Services and or Mental Health Services</li> <li>▪ Undertake holistic psychosocial assessments and develop a person centered goal directed care plan that is reviewed at agreed timeframes and in response to individual changing needs.</li> <li>▪ Initiate and guide Peer support worker engagement to support strengths based practice, and to facilitate clients to overcome barriers.</li> <li>▪ Build effective working relationships with General Practitioners and practice staff to educate, promote and represent the program aims to create sustainable referral generation.</li> <li>▪ Represent the program and participate in networking activities, committees (internal and external to Footprints) to enhance knowledge, and deliver in services to establish clear referral pathways, and maintain relationships with other programs and agencies.</li> <li>▪ Undertake timely administrative activities including program specific data collection mechanisms for accurate record keeping in line with Footprints policies and procedures.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>▪ Follow all organisational policies and procedures</li> <li>▪ Participate in monthly professional supervision sessions, and ongoing learning and development activities</li> <li>▪ Promote and maintain a safe and healthy work place, ensuring adherence to WHS policies and procedures</li> <li>▪ Work within the vision, mission and values of Footprints</li> </ul>

## Knowledge and Skills

### Essential

- A Bachelor level or higher degree in allied health, social sciences or other related discipline
- Ability to oversee and adopt a strength based holistic approach
- Well-developed written and verbal communication skills, together with the ability to develop and maintain relationships with key external and internal stakeholders
- Computer literacy and the demonstrated ability to manage a client database and associated reports
- Current class C driver license, Yellow Card, and satisfactory national police check

### Desirable

- Current First Aid Certificate
- Experience utilising Translator and Interpretive services
- Experience and or training relating to working with people from minority populations & culturally and linguistically diverse groups
- Knowledge of the National Disability Insurance Scheme (NDIS), My Aged Care, and Mental Health Services