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Commonwealth Home Support Program/ Residential In Reach Co-Ordinator Full-Time position – 76 hours fortnight

About the role:

The role of the Commonwealth Home Support Program (CHSP) and Residential in Reach (RIR) Coordinator is to assist with the coordination of programs delivered in the home and community environments and RIR, according to State and Commonwealth funding program guidelines.

The role reports to the Nurse Unit Manager of District Nursing/Community Care.

The role is full time Monday – Friday.

Responsibilities:

Duties to undertake this role include the following tasks (but not limited to):

- Central contact point for consumers and carers for all communications related to service delivery
- Manages relationships with key partners both internal and external to facilitate seamless client transition into services through to maintaining client care plans
- Invoicing and billing
- Excellent communication skills/following up consumer feedback
- Assisting and supporting the Team – strong organisational and multi-tasking skills
- Arranging assessments for consumers
- Working knowledge and understanding of Home Care Programs such as Victorian Home and Community Care, Commonwealth Home Support Program (HACC/CHSP) and My Aged Care Portal.
- Management, leadership skills and knowledge to work in a community/aged care environment.
- Ensure SHDH meets NSQHS and Aged care Quality Standards.
- Using the MAC portal to access, accept and activate referrals

Qualifications / Certificates

- Minimum 2 years administrative work experience
- Current satisfactory National Police Record Check
- Current Working with Children Clearance
- Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.

Key Selection Criteria:

- Minimum 2 years of administration experience with desirable experience in a coordinator role, roster management and the Regional Connectivity Program (RCP)
- High level IT, administrative, management and communication skills, with the ability to work autonomously and meet deadlines.
- Proficiency in Microsoft Office and other various administrative software

To apply for this position, email the completed Application for Employment form, Cover letter, CV and response to the key selection criteria to employment@shdh.org.au.

The full position description containing the key selection criteria & application for employment form is located on the Swan Hill District Health website.

Swan Hill District Health reserves the right to commence interview immediately upon receipt of applications.

Enquiries about this role should be directed to **Bina Rai, Director of Nursing – Aged & Community Care** or **Maria Fox, Nurse Unit Manager - District Nursing and Care at Home** Ph: (03) 5033 9349

Swan Hill District Health is an equal opportunity employer committed to diversity and inclusion. We welcome applications from Aboriginal and Torres Strait Islander people, people with diverse cultural and linguistic backgrounds and people with disability.



Position:	COMMONWEALTH HOME SUPPORT PROGRAM & RESIDENTIAL IN REACH CO-ORDINATOR
Classification:	HS2- HS21(Subject to experience) Health Allied -Managers and Enterprise Agreement
Department:	District Nursing Services
Reports to:	Nurse Unit Manager
Position Summary:	<p>The role of the Commonwealth Home Support Program (CHSP) and Residential in Reach (RIR) Coordinator is to assist with the coordination of programs delivered in the home and community environments and RIR, according to State and Commonwealth funding program guidelines.</p> <p>Role Summary: CHSP/RIR</p> <ol style="list-style-type: none">1. Demonstrates leadership and team management skills for optimal consumer experience and positive staff culture.2. Effectively communicates and promotes good interpersonal relationships both within and outside the organisation.3. Embeds person centred care principle's in-service delivery to ensure a consumer-focused approach.4. Ensures a continuous quality improvement that enables safe, high quality service delivery.5. Demonstrated ability to work with community groups and individuals within co-design principles.6. Works within a compliance framework to ensure all legislative and regulatory functions are met.7. Demonstrated commitment to self and professional development.8. Demonstrated ability with program management tools utilized in primary and home care services9. Provides leadership in our organisation for the effective performance of home care administrative functions including; effective and efficient operations, co-ordination support, direction, and service improvement to the home care office, CHSP and RIR administration requirements.10. Development and implementation of strong process to ensure quality service to our community. The incumbent will have co-ordination and direction of the following services and functions;11.Administration functions including; Support at home: Recruitment, Performance management, MWP of Health Care Worker working at Support at Home CHSP.13. Reporting, client file management, invoicing and finance13. Development and implementation rostering, admin support, co-ordination of the client via RCP for CHSP14. Support RIR team via RCP Admission phone calls and documentation plus support requests by the RIR team.
Responsibilities:	<p>Key Performance Indicators (KPI's) will be established between the Commonwealth Home Support Program (CHSP) and Residential in Reach (RIR) Coordinator and the NUM to support the following accountabilities and duties:</p> <ul style="list-style-type: none">• Central contact point for all communication and requests related to service delivery• communication with consumers and their families• Creating Invoices

	<ul style="list-style-type: none"> • Following up on feedback • Excellent communication • Assisting and supporting the Team • Arranging assessments for consumers • Working knowledge and understanding of Home Care Programs such as Victorian Home and Community Care, Commonwealth Home Support Program (HACC/CHSP) and My Aged Care Portal. Management, leadership skills and knowledge in a community/aged care environment. • Ensure SHDH meets NSQHS and Aged care Quality Standards. <p>CHSP</p> <ul style="list-style-type: none"> • Using the MAC portable to access referrals • Accepting and activating referrals • Strong organisational and multitasking abilities. • Managing and creating rosters • RCP documentation and scheduling • Managing health care workers dimensions • Creating care plans in line with client's needs • Experience in creating rosters for staff and consumers. • Ensure ongoing compliance with Aged Care Quality Standards • Being part of the recruitment process <p>RIR</p> <ul style="list-style-type: none"> • Provides a timely response, management, and escalation of client concerns within the RIR s Care space • Communicates effectively with all members of the team to ensure client's needs are met; • Manages relationships with key partners both external and internal to facilitate seamless client transition into services; • RCP documentation and scheduling • Document work flows and implement strong process to grow current service delivery profile • Direction and delegation of tasks to RIR
Key Selection Criteria:	<ul style="list-style-type: none"> • Admin qualification 1-2 years of Administration experience with experience in coordinator role, roster management and in (Regional Connectivity Program) RCP. • High level IT, administrative and management skills, communication and the ability to work autonomously and meet deadlines. • Proficiency in Microsoft Office and administrative software • Current National Police Check and Working with Children's Check (If applicable).
Salary/Award:	Health Allied -Managers and Enterprise Agreement 2012-2025
First Nations:	Swan Hill District Health would like to acknowledge First Nations communities of Wamba Wamba, Wadi Wadi, Barapa Barapa, Latji Latji and the Tatti Tatti people on whose land, we work and live. We pay respect to all Elders past and present and honour their connection to the land and water.
Infection Control:	<ul style="list-style-type: none"> • Each staff member has a responsibility to minimise exposure to incidents of infection/cross infection of residents, staff, visitors and the general public. • The risk minimisation strategies are to be supported by all staff adhering to the Infection Control Manual policies, procedures and guidelines.

	<ul style="list-style-type: none"> Evidence of immunisation records/history as part of the Health Services Act 1988, 2020 Amendment (Mandatory Vaccination of Healthcare Workers), through either documentation or copy of serology report. It is required that there is immunization for all vaccine preventable illnesses.
Continuous Quality Improvement:	<ul style="list-style-type: none"> Each staff member is expected to demonstrate a commitment to best practice. All staff shall take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care. All staff will participate in quality improvement activities aimed at improving patient outcomes and maintaining accreditation standards. It is the responsibility of every staff member to be familiar with Health Service-wide and specific Department Policies & Protocols.
Person Centered Care:	<p>The Health Service supports in its values the philosophy of Person-Centered Care to ensure all people, including health service providers, clients, their carers and family members are respectfully cared for and encouraged to participate in the provision of quality health care.</p> <p>We recognise diversity is part of every person & as such providers of health care must be actively involved in developing models of care that are person centered.</p>
Child Safety:	<p>All children have the right to feel and be safe. Keeping children safe is everyone's responsibility. SHDH is committed to providing a child safe environment where children are safe and feel safe, and where their voices are heard about the decisions that affect them.</p> <p>SHDH have zero tolerance to child abuse.</p> <p>Each employee has a responsibility to adhere to this requirement. Any breach of this standard will result in disciplinary action.</p>
Our Purpose:	<p>Connected Care / Best Experience</p> <p>SHDH commits to meet the growing health care needs of our community through our new vision to provide better connected care and to achieve the best care experience.</p>
Privacy and Confidentiality:	<p>SHDH are committed to protecting patient and staff privacy and confidentiality, as it is an important aspect of our commitment to providing high quality services. In accordance to both the Health Records Act and the Information Privacy Act, information should only be used and disclosed for the primary purpose of its collection.</p> <p>Each employee has a responsibility with adhere to SHDH's Privacy and Confidentiality Policy, as it is a condition of employment. Any breach of the rules of privacy and/or confidentiality relating to health service business, patients or medical records will result in disciplinary action.</p>
Mandatory Training:	<p>All employees must be aware of and complete designated mandatory training within the required time frame.</p>
Safety:	<p>RESPONSIBILITIES: It is the responsibility of every staff member to:</p> <ul style="list-style-type: none"> Take reasonable care for their safety and the safety of others while at work. Report accidents, incidents and potential hazards as soon as reasonably practicable to their supervisor and record on VHIMS reporting system. Advise their supervisor if they have an injury or illness that may affect their ability to perform the inherent requirements of their position.

	<ul style="list-style-type: none"> • Be familiar with emergency and evacuation procedures as detailed in the Emergency Procedures Manual. • Complete all Mandatory training requirements as identified and directed. • Comply with the Occupational Health and Safety Act and all SHDH O.H. & S. online Policies and Procedures.
Asset Management:	Staff with asset management responsibilities are required to adhere to the Asset Management Policy and Protocols.
Review:	Completion of My Work Plan on a yearly basis.
Previous Revision dates:	May 2025
Current:	
Managers Name:	Maria Fox
Managers Signature:	
Employees Name:	
Employees Signature:	



Position Applying for:	
How did you hear about this vacancy?	<input type="checkbox"/> Current Employee <input type="checkbox"/> Word of mouth <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Radio Ad <input type="checkbox"/> Seek <input type="checkbox"/> Search engine <input type="checkbox"/> Social Media <input type="checkbox"/> SHDH website <input type="checkbox"/> Other, please specify.....

First name:		Last Name:	
Date of birth:		Country of birth:	
Postal Address:			
Contact	<u>Phone</u>	<u>Email</u>	

Are you of Aboriginal/Torres Strait Islander Origin? ☐ No ☐ Aboriginal ☐ Torres Strait Islander
(This question is voluntary)

Do you wish to be identified under this category? ☐ Yes ☐ No

Are you an Australian Citizen or Permanent Resident: ☐ Yes ☐ No Date of Grant/...../.....

If no, what is your current Visa Status – Visa type _____ Expiry date/...../.....

Place/Country of issue: _____ Issue Number: _____

Do you require sponsorship? ☐ Yes ☐ No

PLEASE ATTACH VISA DETAILS AND/OR STATUS INFORMATION WITH YOUR APPLICATION

Conditions of Employment

Employment conditions are governed by the relevant Public Sector Health Industry Awards and EBAs relevant to the position applied for:

Initial employment is subject to:

- 6 months' probationary period (with a review at 3 months.)
- Requirement to work any shift
- Requirement to work in any department as required

Hours of Work – ☐ Full Time ☐ Part time ☐ Casual ☐ Fixed Term

Alternatively, please state availability:

Discipline/Misconduct

Have you experienced discipline or misconduct action at any previous employment? ☐ Yes ☐ No
If **Yes**, please provide details:

Police Check & Working with Children Checks

Satisfactory Police Checks, and in some areas, Working with Children Checks are mandatory at the point of employment. It is a condition of employment that you maintain a current satisfactory Police Check and, if required, Working with Children Check.

Do you have a current Police Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Do you have a current Employee Working with Children Check?

☐ Yes (please provide) ☐ No, but I am willing to get one if my application is successful.

Pre-existing Health & Injury Declaration

Swan Hill District Health (SHDH) is committed to achieving a safe working environment for all employees. As part of this, it is our objective to ensure potential employees are not required to work in duties that they are not able to perform safely. As part of the application process for employment with SHDH, we request you to disclose any pre-existing injury or disease which may be adversely affected by the performance of the inherent requirements of the position you have applied for – as described in the Position Description for the position.

Pursuant to S.41 (1) and (2) of the *Workplace Injury Rehabilitation and Compensation Act 2013*, you are required to disclose to SHDH any pre-existing injury or disease that you have suffered of which you are aware, and could reasonably be expected to foresee, could be affected by the nature of this proposed employment.

Failure to make a disclosure, or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of, or in the course of, or due to the nature of with SHDH. SHDH will rely upon any failure to disclose in accordance with the provisions of the *Workplace Injury Rehabilitation and Compensation Act 2013* as grounds for denying compensation in accordance with S.41 (1) and (2).

Should any alteration, change or rearrangement be necessary to enable you to carry out the inherent requirements of the position, we also request that you disclose these requirements. SHDH is an equal opportunity employer and will arrange any reasonable adjustment to enable a person with a disability to perform the inherent requirements of the position and therefore compete equally with other applicants for this position. Please disclose in the place below any pre-existing injury or diseases that you suffer from, or have suffered from, which could be affected by the nature of your proposed employment with Swan Hill District Health.

Disclosure advice: - (to be completed by the applicant)

I confirm that I have read and understood the contents of the above information and state that I have disclosed all relevant information in relation to my health and physical ability to carry out the inherent requirements of this position.

Signature of applicant: _____ **Date:**/...../.....

Enquiries can be directed to: Recruitment Services P: 03 5033 9499, E: employment@shdh.org.au

The Application for Employment form is required to be submitted with the following documents:

- ☐ Covering letter in support of application
- ☐ Response to Key Selection Criteria
- ☐ Resume
- ☐ Qualification evidence or supporting documentation
- ☐ Visa Detail (if relevant)