

Position Description

Position Title:	Care Coordinator
Classification:	Stream D - Direct Service Delivery, Band 2

Purpose of the Role

The Care Coordinator will contribute to the delivery of the Homelessness Health Support Model of Care and aims to improve access to primary health care services specifically for people experiencing or at risk of homelessness through outreach and in reach delivery building on local services, systems and integration.

The Care Coordinator role forms part of an outreach team that provide client facing care management, inclusive of health assessment, treatment, and referral support to those identified in the community as homeless or at risk of homelessness. In partnership with other stakeholders, the Outreach Team will visit known locations of people experiencing homelessness to improve access to primary care.

The Outreach Team will compassionately assess an individual's needs and liaise with the Marathon Health Service Navigator to determine and encourage pathways to access primary health care supports and overcome challenges to access.

Key Relationships

The Care Coordinator will report directly to the Team Lead and Primary Health & Wellbeing Portfolio Manager. The role encompasses collaboration with community members, allied health providers, general practitioners, local council, ambulance, community and mainstream services to facilitate access to relevant supports services and will work closely with Marathon Health colleagues and other external stakeholders.

Key relationships with GP-Led multidisciplinary Teams and clients experiencing homelessness with the ability to build quality rapport in a consistent and persistent manner is required.

Position Responsibilities

Responsibilities for this position include, but are not limited to:

- Provide outreach support to individuals experiencing homelessness, assessment of primary health care needs and support engagement in established pathways to provide positive health outcomes.
- Establish opportunities for clients to participate in community life and develop wider social networks and connections to support positive outcomes for clients.
- Report on program issues, service outputs, and areas for development as required and contribute to the preparation of reports for management.
- Maintain Cultural Safety for Aboriginal service users.
- Conduct the role in an atmosphere of person-centred practice and acceptance that is efficient, effective and appropriate in assisting meeting the unmet needs of the individual client.

Other Duties

- Demonstrate and uphold our values at all times.
- Comply with the Work Health and Safety policies and procedures at all times.
- Undertake continuing professional development as required to ensure job skills remain current.
- Attend/participate in out-of-hours meetings and functions as required.
- Participate in staff activities and processes.
- Identify and participate in continuous quality improvement opportunities.
- Actively participate in annual performance planning and review activities.
- Maintain a working knowledge of all equipment used in the office.
- Other duties as directed from time to time.

Our Values

Staff are expected to demonstrate our **ICARE** values:

Integrity & Trust

Collaboration & Innovation

Achievement & Excellence

Respect & Empowerment

Empathy & Understanding

Special Job Requirements

1. National Police Check with a satisfactory outcome and Working With Children Check clearance for paid work
2. NDIS Worker Screening check, qualifications and professional registration as applicable to this role
3. Eligibility to work in Australia
4. Valid Australian Drivers Licence

Note:

This position description is not a duty statement; it is only intended to provide an outline of the key responsibilities of the position. Employees are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is expected that this position description will change over time due to the nature of Marathon Health activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

Signed _____

Date _____

Print Name _____

Selection Criteria

Essential

- Relevant tertiary qualifications i.e., Bachelor of Nursing or equivalent.
- Clinical skills and experience delivering care to people with complex health needs, including but not limited to mental health and alcohol and other drugs issues.
- Skills and experience engaging and working with people experiencing complex health and social issues.
- An understanding of, and ability to demonstrate trauma-informed and person-centered care delivery.
- Understanding of the complex issues as they relate to individuals experiencing homelessness, women and children affected by homelessness, inclusive of primary health needs and potential barriers. (or willingness to learn and develop skills in these areas).

Desirable

- Demonstrated experience and commitment to working within a person-centred and strength-based approach.
- Strong commitment to breaking down barriers and supporting positive outcomes for disadvantaged clients.