

Position Description

Position Title:	Team Lead – Westfund Care Coordination Pilot Program
Classification:	Stream D - Direct Service Delivery, Band 3

Purpose of the Role

The Team Lead - Care Coordination provides guidance to and works alongside program staff to lead and support effective, efficient, and high-quality care coordination services. The Team Lead will also carry a care coordination caseload.

The program aims to achieve improved management of chronic disease and complex health care needs along with a reduction in unplanned admissions to hospital. Care coordination services aim to support people with complex health care needs (and their carers and families) to effectively navigate the health system through provision of relevant support and information, and linkages to other services. Care coordination is focused on supported self-management and health literacy, empowerment and integration with general practice and other key stakeholders in a client's broader health care team.

Key Relationships

The Team Lead will report to and work closely with senior managers within the Primary Health Portfolio. They will oversee staff working in our new Care Coordination program that will operate across the Central West and Western NSW. The Team Lead will have relationships with internal stakeholders including other Team Leads, program staff and with external stakeholders including service partners, subcontractors and general practices.

You will be required to maintain effective working relationships with other staff employed or visiting to provide services within Marathon Health. You will liaise as necessary with the Marathon Health Board members, partner organisations and other service providers, community organisations or individuals who have an interest in Marathon Health

Position Responsibilities

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

- Provide clinical expertise and advice to staff including Care Coordinators in relation to participant pathways and planning.
- Support the implementation of operational decisions as delegated.
- Ensure delegated program responsibilities and staff are following operational protocols including organisations policies, procedures and contractual requirements.
- Provide and oversee quality care coordination services for participants living with a chronic health condition and associated complexities.
- Oversee referral demand and intake/ waitlist processes in collaboration with program administration staff.
- Engage in promotion activities of the care coordination service within the health sector and the community.
- Attend and participate in regular care or service audits and reviews to ensure seamless delivery of care.
- In collaboration with the Portfolio Manager ensure all reporting (Minimum data sets and quarterly) and contractual requirements are met.

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- Provide regular mentoring, support and supervision to the care coordination team, with all operational issues to be brought to the Group Manager- Primary Health and Wellbeing.
- Lead and participate in team, office and funding body meetings as required.

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 (such as social work, nursing, human services, community services or health)
- Registration with AHPRA, or eligible for membership with AASW of relevant.
- Operational and professional leadership and management to teams delivering services for people experiencing vulnerabilities.
- Extensive experience in delivery of integrated health care.
- Demonstrated ability to comprehensively review, assess and develop care pathways for service participants.
- Demonstrated high standard of written, interpersonal and communication skills, including the ability to adapt services to meet varying cultural needs.
- Demonstrated ability to work with a diverse range of internal and external stakeholders to develop partnerships and service pathways.
- Well-developed time management and organisational skills.
- Sound computer skills and the ability to adapt to new software applications.

Desired

- Experience in a community-based health and or community service setting.
- Experience in providing support to participants through a telehealth model of practice and service delivery.