



POSITION DESCRIPTION

CARE COORDINATOR – OCCUPATIONAL THERAPIST

PURPOSE OF POSITION

The Care Coordinator is responsible for care coordination in the Hunter Primary Care (HPC) Care Coordination and Supplementary Service Program (CCSS) as well as providing Occupational Therapist NDIS funded services.

The chronic disease management programme formally known as the Integrated Team Care (ITC) program is pivotal in supporting Aboriginal and Torres Strait Islander clients, assisting General Practice and other health professionals and support services in providing improved coordinated care to people with severe chronic disease and complex needs. The care coordinator will work closely with the HPC Care Coordination Team, as well as clients and their GP and health care providers to support chronic disease and self-management. The position will incorporate the development, implementation and promotion of the specific HPC Model of Care for the funding.

The primary purpose of the NDIS funded Occupational Therapist is to provide clinical care and practical support to eligible Primary Care clients who are eligible for NDIS Services.

The position supports HPC strategic objectives by supporting client's access to services and supports to assist to improve their function and reaching their goals while deliver high quality services that benefit the community, in accordance with HPC core values and strategic initiatives.

REPORTS TO

- Care Coordination Team Leader

DIRECT REPORTS

- Nil

SCOPE OF PRACTICE

- Must operate within the scope and delegation of all Hunter Primary Care policies and procedures.
- Occupational Therapists must be registered with the Occupational Therapy Board of Australia, and meet the Board's [registration standards](#), in order to practise in Australia.
- Current registration with AHPRA applies
<https://www.occupationaltherapyboard.gov.au/Registration.aspx>
- Provide advice to General Practices and their staff within the designated boundaries identified by the Care Coordination Team Leader and within the scope of their position description, specific qualifications and professional expertise.

KEY RESPONSIBILITIES

- Actively participating in the development and implementation of the program.
- Promotion of the programs to suitable patients, GPs, general practice staff and other health service providers.
- Providing direct care coordination service delivery and support to patients, GPs and practices.
- Achievement of the program objectives and deliverables as determined by HPC management.
- Maintaining contemporary knowledge of best practice chronic disease management patient care, service delivery, and effective systems and processes.
- Manage a case load of clients who may present with increasing complexity, multiple co-morbidities or disabilities, functional limitations across multiple areas of their life.
- Utilise a strengths-based, client centred approach to support clients to identify their goals and utilise a capacity building approach towards achievement and long term sustainability of these goals.
- Understand the principles and philosophy of NDIS as an insurance-based model.
- Ability to work in a dynamic and evolving team based environment to achieve optimal client outcomes.
- Provide information and skills and capacity building training to clients, their families and support workers from other agencies as needed in order to achieve NDIS, health and or client goals.
- Liaise with and provide therapy and progress reports relevant stakeholders such as but not limited to NDIS, GPs, Support Coordinators, external organisations and other referrers/funding bodies as required.
- Provide accurate, high standard timely documentation and communication which meet the needs of HPC, the funder/insurer, referrer and or client's needs.
- Adhere to the National Disability Insurance Scheme (NDIS), HPC policies and procedures guidelines and other relevant governing body.
- Develop and maintain effective, collaborative relationships with key stakeholders that result in effective interactions, minimal service delivery issues and appropriate referral and client management. Key stakeholders include, but are not limited to:
 - a) Clients and their families, carers and or guardians
 - b) NDIS and NDIS providers
 - c) Relevant occupational therapy equipment suppliers
- Respond to all enquiries from clients and other stakeholders in a timely and helpful manner.
- Use the most appropriate methods of communication with clients and other stakeholders that supports their goals: for example face to face, off-site, home visits, telephone, email, video link etc.
- Utilise Occupational Therapist peer support within the team for client clinical support.

SERVICE LEVEL

- Provide clinical individualised practical support to clients and their families/carers in accordance with the client's goals and plan to increase client capacity to independently manage their plan,
- Research service providers to gain understanding of services available to clients and what they offer.
- Develop and maintain a comprehensive register of service providers including their capacity to provide services to clients with different needs/challenges.

- Present service provider information and options to clients and their families/carers to enable them to make informed choices.
- Actively assist clients to:
 - a. connect with health, clinical and community-based support services as outlined in the NDIS plan
 - b. understand funding flexibility
 - c. reach decisions regarding services
 - d. reach agreement with providers
 - e. commence service and support new arrangements to optimise outcomes
 - f. link with providers
 - g. address barriers to participation
 - h. resolve service delivery issues, and
 - i. connect with and provide relevant documents and updates to their regular GP, to ensure clinical and social information is maintained for whole person centred care
- Complete all internal and external client referral requirements relating to each intervention that meets individual needs
- Create and update individualised case files in accordance with HPC procedures
- Record all client contact within agreed timeframes and standards
- Contribute to service development by identifying improvement areas and being actively involved in implementation of any agreed changes
- Work towards achievement of the program objectives and deliverables as determined by HPC

SELF-MANAGEMENT

- Behaviour is perceived to be consistent with the HPC values and code of conduct.
- Actions are in accordance with HPC policies and procedures and within the scope of the incumbent's expertise and role.
- Decisions are made in accordance with the HPC Board Delegation of Authority policy, program guidelines and organisational values.

PROFESSIONAL DEVELOPMENT

- Maintain and develop professional skills and knowledge through involvement in ongoing professional development activities and activity planning
- Maintain contemporary knowledge of best practice disability, health and associated support services
- Actively participate in performance feedback and reviews
- Participate in team and organisational meetings and activities to gain and maintain a sound understanding

WORK HEALTH AND SAFETY

- Take reasonable care of own health and safety and take reasonable care that own acts or omissions do not adversely affect the health and safety of other persons.
- Comply with any reasonable instruction by management and comply with HPC policies and procedures relating to health and safety.

KEY COMPETENCIES

This is a Salaried Group 4 position in accordance with the Competency and Remuneration Framework for GP Access Salaried Employee Collective Agreement 2008. The key competencies for Group 4 are:

Competency	Definition
Processing Information	Gathering, decoding and processing information efficiently within the given time frame. Collecting information in a structured manner and interpreting and presenting it in a personal way. Recognising possible gaps in the information.
Problem Solving	Responding to and controlling unexpected situations by evaluating possible solutions based on experience and knowledge and by taking the initiative to implement the best solution.
Structuring Work	Adding structure to a multitude of different tasks by making a priority list and completing this list efficiently within the given time-frame.
Providing Support	Supporting others by accepting a formal role as mentor, by acting as an example and by helping others with their activities.
Transferring Expertise	Conveying knowledge, insights and expertise to others in a formal and informal way through sessions set up for that purpose, by sharing knowledge with others, and by giving demonstrations.
Relating	Establishing and maintaining formal and informal relationships within and outside the organisation, with peers and across various organisational levels.
Adopting a Customer Oriented Attitude	Guiding clients by giving targeted advice in their decision process. Always putting clients first by providing a personal service and by maintaining constructive contacts.
Achieving Objectives	Generating results by assuming responsibility for one's performance and the correctness of one's interventions, recognising opportunities and acting efficiently, at the appropriate moment and within the given deadlines.
Showing Flexibility	Being flexible and adapting towards changing conditions and diverse circumstances. Being eager to learn.
Showing Reliability	Acting in a disciplined manner according to personal principles and company expectations, treating people fairly, respecting confidentiality, honouring commitments and avoiding partiality.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Tertiary Qualifications in Occupational Therapy.
- Current unrestricted AHPRA registration.
- Strong knowledge, experience and understanding of the role.
- Knowledge and experience of sourcing assistive technology under appropriate funding systems e.g. NDIS ENABLE, MAC.
- Knowledge and experience in utilising appropriate assessments and report writing that match the client's needs
- Demonstrated effective interpersonal, oral and written communication skills necessary for good working relationships and client care.
- Ability to network and develop effective working relationships
- Ability to prioritise work, manage time and meet deadlines
- Experience in all Microsoft Office programs including Word, Excel, Outlook, data base navigation and data entry

DESIRABLE CRITERIA

- Prior experience in case management and/or providing professional and flexible assistance to individuals with disabilities
- Knowledge of, and experience working with Hunter-based services within the Health and Social Services sectors

SPECIAL CONDITIONS

- Incumbents must undergo a Police Criminal History check for working with vulnerable people and meet the NSW NDIS Worker Screening requirements
- NSW Working with Children Check
- Must hold a current unrestricted NSW Drivers Licence and have access to a comprehensively insured motor vehicle for work purposes (appropriate reimbursement will be provided).
- The role will be based at Hunter Primary Care offices in Warabrook but may require some travel for meetings within the community as part of supporting clients.
- Some out of hours work on evenings and weekends may be required (e.g. Saturday mornings or early evening) for which flexible working hours may be negotiated with manager.

ACCEPTANCE OF POSITION

I hereby accept the position as outlined in the above points and agree to abide by the HPC values, policies and procedures.

I understand this Position Description is designed to provide a guide to the responsibilities and activities to be undertaken in this position. This is not intended to be an exhaustive list and is not exclusive of additional responsibilities that may arise from time to time.

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Signature

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Print Name

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Date

Position Approved by: Keith Drinkwater, Primary Care Executive