

Position Description

Position Title	Home Care Coordinator
Position Number	30027443
Division	Community and Continuing Care
Department	Community Home Care Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Community Development Worker Grade 3 Y1 – Y4
Classification Code	XY4 - ON40
Reports to	Manager, Community Home Care Services
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none"> • National Police Record Check • Drivers Licence • Working with Children Check • Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

As part of the Management Team, the Home Care Coordinator's role is pivotal in driving service operations and business growth, providing leadership and supporting change management and continuous improvement in line with ongoing sector reforms.

This role provides day-to-day leadership and supervision to a team of Home Care Support Workers. The role ensures every client receives high-quality, individualised and safe care, aligned with their personal goals, while fostering strong engagement and performance within the support-worker team.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and strategic direction, in collaboration with the manager, that supports the Bendigo Health Strategic Plan, and objectives of the various funding sources for Social Support Individual and Social Support Group programs/service.
- Act as the first point of contact for home care staff and provide operational guidance and support.
- Coordinates screening of referrals and admissions in collaboration with the Intake Officer to support decision making and ensure appropriate resources are allocated for care delivery in collaboration with the administration team.
- Responsible and accountable for the development of activity plan for the Social Support Group program in consultation with clients and the team.
- Lead compliance of the continuous nutritional adequacy, focusing on safe and nutrition meal preparation according to the International Dysphagia Diet Standardisation Initiative (IDDSI) guidelines and diet code requirements.
- Support the recruitment, management and orientation of staff and defined resources, in accordance with Bendigo Health Strategic Directions, operational plans and professional practice to ensure quality and activity targets are met.
- Provide support, education and supervision opportunities to home care staff to deliver consumer focussed, timely, quality services in line with program guidelines including annual performance review and development plans and assist with recruitment and disciplinary processes.
- Model a commitment to lifelong learning and evidence-based practice by identifying knowledge gaps and developing education plans for individuals and teams.
- Maintain comprehensive knowledge of current trends and developments that relate to home care services including funding streams.
- Support the service and staff to generate and participate in activities and initiatives that enhance home care services.
- Provide leadership and support to the rostering officer with staff rosters and schedules for Social Support and Home Care services, continually managing and redistributing resourced in the most time efficient and cost-effective schedule to meet the needs of clients.

- Effectively communicate with clients, carers and key stakeholders regarding home care needs, concerns and/or problems with coverage.
- Overseeing the records ensuring accurate home care records, including service documentation, attendance/payroll, in service, medical records, and billing.
- Carry out compliance and improvement against the key elements of quality, safety and accreditation requirements including National Disability Insurance Practice Standards, Strengthened Aged Care Standards and Aged Care Act.
- Manages and supports the utilisation of Volunteers with the home care program.
- Collaborate and support the Manager and provide cover to the other Home Care Coordinator when required.
- Participate in team/departmental meetings and other organisational meetings as required.
- Participate in staff development and training as required.
- Participate in service development as required.
- Maintain accurate records, statistics and reports as needed.
- Other duties as determined by Manager.

Key Selection Criteria

Essential

1. Tertiary qualifications in a health, community services or a social services related discipline
2. Demonstrated comprehension of health and related issues for elderly people, people with disabilities, and their carers.
3. Demonstrated leadership skills with the ability to manage staff through change.
4. Demonstrated ability to communicate effectively across client, community and professional groups inclusive of skills to negotiate and manage conflicts which arise.
5. Demonstrated commitment to working in a multidisciplinary team recognising and respecting the contribution of all team members.
6. Ability to drive and operate the minibus.
7. Demonstrated ability to manage time and prioritise competing demands.
8. Demonstrated commitment to professional development.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.

- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.