



cultura.

Position Description:
*Client Engagement
Coordinator*

Position title	Client Engagement Coordinator
Job type	Part Time
Hours of work	Various
Reports to	Manager, Home Services
Location	Head Office
Department	Community Aged and Disability
Direct reports	N/R
Budget	N/R
Agreement/Award	Social, Community, Home Care and Disability Services Industry Award 2010, Level 3
PD date	September 2022

Cultura

Cultura is the new organisation resulting from the merger of Geelong Ethnic Communities Council (trading as Diversitat) and Multicultural Aged Care Services Geelong (MACS).

Our Purpose: Provide innovative services to support, care for and celebrate culturally diverse individuals through their life journey

Our Vision: Empowering diverse individuals and communities to reach their full potential

Our Values: Inclusion Integrity Sustainability Kindness

MACS and Diversitat have been serving the Geelong community for more than 40 years with a focus on our multicultural communities. As the new entity, Cultura operates across various sites delivering a range of services including residential aged care, home care and aged support services, settlement, training and education, financial counselling and disability support. We also operate a range of social enterprises including The Pulse community radio and various community events including the popular Pako Festa.

Our aim is to empower individuals and communities to reach their full potential and we aspire to provide an innovative and high-quality response to the changing needs of a culturally diverse community. Every day we act and behave according to our values, with our communities, clients, residents and consumers, and with each other. These values are a key part of our identity and are what brings us to work together successfully.

Cultura has around 400 staff, 300 volunteers and an annual operating budget of \$34 million.

Position summary

The Client Engagement Coordinator is responsible for helping older people gain access to home care services that enable them to live their best lives in their homes for as long as possible.

In addition to promoting Cultura's Home Services that we offer, the Client Engagement Coordinator helps potential clients and their families navigate the My Aged Care (MAC) process if required.

Working autonomously in a team environment, the Client Engagement Coordinator will be responsible for managing client enquiries and referrals to assisting Care Managers to onboard the client.

Duties

- Responding to all enquiries regarding Home Care Packages (HCP) or Short-Term Restorative Care (STRC) from potential clients;
- Continue as the point of contact identifying clients' needs and ensuring they are communicated with regularly and this is documented prior to formal admission to the service;
- Providing administrative support with My Aged Care Client (MAC) registrations and accessing the MAC portal for service information;
- Complete monthly reporting on enquiries and conversions to packages;
- Assist with rostering/scheduling Home Support Workers when required;
- Lead our client engagement opportunities and channels to ensure we provide professional support;
- Acknowledging Client complaints and directing them to Senior Care Manager.

Qualifications and experience

- Minimum Certificate III in Aged Care/Community Services or equivalent;
- Previous experience in home care/community/aged care;
- Excellent Customer Service skills;
- A high level of verbal and written communication skills;
- Demonstrated customer service skills and the ability to lead the Home Services team in best practice;
- Intermediate computer skills;
- Time management and prioritisation skills;
- High level of attention to detail and problem-solving skills required;
- Ability to work in collaboration with internal and external stakeholders.

Other Terms and Conditions of Employment:

- Staff will comply with Cultura OHS policies and procedures including the requirement to take reasonable care for their own health and safety and that of other people who may be affected by their conduct. Workplace incidents and injuries are to be reported to a nominated OHS representative and staff are encouraged to raise health and safety concerns in accordance with policy and procedure.
- Employment is subject to the satisfactory completion of a Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check, Work Rights Check, Medical Check and providing evidence of sufficient COVID 19 vaccinations. Cultura will pay for the costs associated with Police Record Check, NDIS Worker Screening Check, Victorian Employee Working with Children's Check and Medical Check.

- Staff are responsible and will be held accountable for their continuing compliance with our Mandatory Reporting – Child Protection policy. It is expected that staff will maintain contemporary knowledge of the policy and enact the policy at all times. Staff have a responsibility to raise any concerns they have about child safety to their direct manager or a senior manager immediately.

Child Safety

Cultura is committed to the safety and wellbeing of all children and young people. Cultura has zero tolerance for child abuse. Cultura is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds, children who identify as part of the LGBTI Community as well as the safety of children with a disability. Every person involved at Cultura has a responsibility to understand the important and specific role they play individually and collectively to ensure the wellbeing and safety of all children and young people.

Inclusion and Diversity

Cultura is committed to supporting Indigenous Australians, culturally diverse candidates and candidates with a disability gain employment and develop their careers with us. If you would like further information about this role, please feel free to contact us. We encourage you to apply.

Expected Behaviors

- acts in accordance with the Cultura code of conduct, and is committed to the Cultura vision, purpose and values;
- acts in accordance with health and safety policy and management system;
- actively promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities;
- demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers;
- acts in a manner consistent with Cultura policies, including by valuing diversity, inclusion, equal opportunity, privacy and confidentiality;
- demonstrates teamwork and collaboration and positively contributes to group activities;
- acts with agility, leading to innovation and continuous improvement;
- successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery;
- provides evidence of relevant immunisation status, such as serological immunity or vaccination history, as required for the inherent requirements of the role;
- performs duties within scope of practice for the role, and according to the applicable credentials including qualifications, registrations and professional competencies;
- maintains current and valid credentials in accordance with relevant legislation and industry requirements.

Acceptance of offer

I understand the role, responsibilities and outcomes required to successfully meet the requirements of this position and I accept this Position Description.

Name	
Signature	
Date:	

Please return a signed copy of this Position Description to People and Culture, prior to commencing the role.

