



Position title	Supportive Care Coordinator
Work Location	1836 Sturt St Alfredton
Employment type	Permanent Part-Time
Duration	Ongoing
Position reports to	Operations Manager
Date approved	August 2022

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service; caring for people living with a life limiting illness and supporting their family and carers in their place of residence. We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services, to meet the varying and individual needs of the people we care for.

We offer 24hr support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support; including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with Quality Innovation and Performance (QIP) and Rainbow Tick quality standards.

As an incorporated organisation we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in the development of students, research and learning.

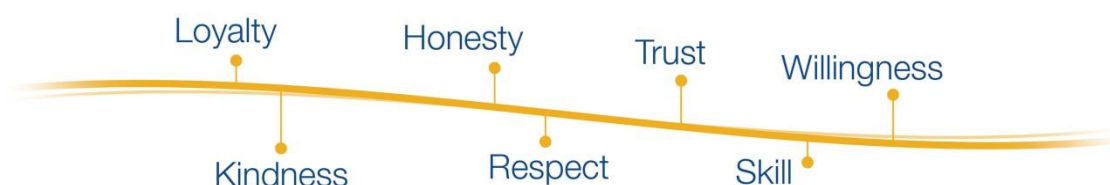
Vision

To offer our community a specialist palliative care service focused on end of life issues and care.

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of home-based, holistic palliative care, to anyone facing end of life issues.

Values



Position Purpose

BHCI's Supportive Care supports patients, carers and families to identify their needs and make considered choices related to the emotional, social, practical, financial, legal, safety and spiritual dimensions of their lives.

Scope

The Supportive Care Coordinator leads the team of Supportive Care Advisors to deliver considered, quality services to our community. The Coordinator reports to the Operations Manager, and works closely with the Clinical Coordinators. As part of the team, the Coordinator will work directly with patients and their families as well as having coordination responsibilities.

Key Responsibilities

1. Demonstrate and uphold the values of BHCI through professional attributes and behaviours
2. Demonstrate cultural appropriateness and respect for diversity
3. Lead the Supportive Care team to deliver quality Supportive Care services
4. Utilise a systems approach to ensure a collaborative, robust service delivery model
5. Collaborate with internal and external stakeholders to maximise service delivery
6. Coordinate carer, patient and public programs promoting psycho-social education and awareness

Key Responsibility 1

Demonstrate and uphold the values of BHCI through professional attributes and behaviours

- Embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensure the provision of service complies with the policies and procedures of BHCI
- Manage own workload effectively and efficiently to include opportunities for research and quality improvement

Key Responsibility 2

Demonstrate cultural appropriateness and respect for diversity

- Demonstrate a positive regard for diverse cultures, genders, sexual orientation and person-centred care
- Respond to all people in a non-judgemental, inclusive and supportive manner
- Demonstrate awareness of the relationship between culture, diversity, health beliefs, and health seeking behaviour
- Participate in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3

Lead the Supportive Care team to deliver quality Supportive Care services

- Lead and develop the Supportive Care team, modelling BHCI's values
- Provide direct care to patients and their families as part of the team
- Assist patients and their families to navigate and access appropriate support services
- Support the Operations Manager, and contribute to BHCI service delivery strategy
- Model dexterity, curiosity, innovation and creativity in assessing and addressing challenges related to Supportive Care service delivery
- Establish appropriate referrals and connections to external service providers
- Coordinate delivery of a timely, quality bereavement program in alignment with the National Bereavement Standards

- Support team members to work to their strengths; provide supervision / support / mentoring according to individual staff member needs and foster engagement and opportunities for professional growth and fulfilment
- Conduct performance reviews for Supportive Care staff members
- Represent Supportive Care at Hospice events, staff meetings and other opportunities

Key Responsibility 4

Utilise a systems approach to ensure a collaborative, robust service delivery model

- Work closely with Operations Manager and Clinical Coordinators to strategically blend Supportive Care and nursing service delivery to patients and families.
- Support the implementation of current systems and processes in collaboration with Clinical staff, to maximise efficiency and streamline service delivery
- Provide Operations Manager with data to analyse, monitor and inform service delivery and staff practice

Key Responsibility 5

Collaborate with internal and external stakeholders to maximise service delivery

- Engage, communicate and collaborate strategically to build professional connections with external stakeholders (community organisations, health care sector, psycho-social professionals, palliative care representatives, etc) that benefit BHCI's service delivery to patients and their families.
- Ensure Supportive Care community resources and references are current, to support the integrated work of BHCI

Key Responsibility 6

Coordinate carer, patient and public programs promoting psycho-social education and awareness

- Work with Operations Manager to develop an annual plan of programs in line with BHCI's strategic priorities
- Develop and coordinate agreed delivery of programs, informed by the needs of carers, patients, general public, and BHCI staff; evaluate and report on outcomes.

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the National Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protect Act 2014 (Vic)) and Health Records Act 2001.

Professional Attributes and Behaviours:

- **Teamwork**
- committed to sustaining a positive and trusting team culture
- proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
- willing to work collaboratively with all team members and willing to share information with colleagues
- open and honest communication with all team members
- willing to negotiate positive outcomes with all team members
- willing to develop new skills and knowledge rapidly

- **Motivation**
- demonstrates a confident, optimistic and proactive mindset
- takes ownership of own job and actively considers the consequences of their actions and the decisions they make
- demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives

- **Workplace Integrity**
- demonstrate ongoing commitment to the Vision and Mission of BHCI
- preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
- treating the workplace environment, other staff and contractors with respect
- dealing with confidential and sensitive information in a professional manner

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives and values of BHCI
2. Demonstrated strong values driven leadership and management style, with a commitment to working collaboratively to achieve agreed objectives
3. Evidence of highly developed interpersonal and communication skills to build effective professional and therapeutic relationships
4. Demonstrated knowledge of current loss, grief and bereavement theory and practice and a demonstrated ability to conduct psychosocial and spiritual assessment, planning and evaluation
5. Strong organisational skills with demonstrated experience in managing client load within a best practice/continuous quality improvement framework
6. High level writing skills with demonstrated ability to produce clear and succinct documents and reports, catering for a variety of audiences and contribute to relevant submissions
7. High level of competence with IT systems including Office 365 and patient information management systems

Qualifications and experience

Mandatory

- A tertiary qualification in Community Development, Community Services or Health Sciences or other relevant equivalent
- A minimum of five years' experience leading a team and providing care and support for people in a primary care, not for profit or community setting

Desirable

- Experience working in end of life, palliative care, grief or bereavement
- Grief and bereavement counselling qualifications
- Demonstrated experience in facilitating group work and developing educational programs

Also required

- Current Police check and Working with Children check
- Current Victorian Driver's Licence
- Fully Vaccinated; Covid19 and FluVax

Other relevant information:

- The Supportive Care Co-ordinator may be required to undertake other projects and duties as directed by the Operations Manager or CEO
- This position description may be amended if required. Any changes will be made in consultation with the employee.
- The Coordinator is required to comply with workplace policies and procedures (as amended from time to time) and contribute to and maintain a safe workplace environment
- Appointment will be subject to a three-month probationary period from the date of commencement. A Performance Review will occur three (3) months later, then annually considering the key responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____

Date _____

CEO Signature _____ Date _____