**Home Care Package Coordinator – Part-time 3 days per week**

CRANES is a non-profit organisation providing services for people with varying abilities so they can lead the lives they choose. CRANES values of Integrity, Respect, Inclusiveness and Excellence underpin an inclusive society for all people.

Based in Grafton and working right across the beautiful Clarence Valley region, CRANES Home Care Package Coordinators assist individual customers to live their best life by tailoring support solutions to meet their needs.

Due to recent growth we are now looking to expand our team!!

Key responsibilities

* Provide outstanding customer service as the primary point of contact for customers and their advocate(s) and for the provision of clear communication to rostering staff
* Ability to undertake comprehensive assessments of customer needs to ensure that individualised goals are developed to enable customers to continue to live in the community
* Provide advice and guidance to potential and existing customers to promote enablement, and informed decision making by identifying workable solutions in accordance with customer goals taking into account business limitations
* Consistently and accurately document communication with customers in the customer management system.
* Identify when a customer's needs have changed, or risks are presented and provide a timely response and amend services to account for the customer's changing situation

About you

* Experience in coordination of Home care packages desirable but not essential.
* Knowledge of and commitment to Consumer Directed care, including facilitating customer involvement in decision making.
* Demonstrated skills and experience in customer assessment and reassessment and related documentation.
* Demonstrated ability to identify priorities and respond to customer requests/queries in a timely manner.
* Ability to work as part of a progressive team and to work independently.
* Experience in supervising and supporting direct care staff (Lifestyle Support Workers).
* Demonstrated ability to adhere to policies, procedures and guidelines and knowledge of the Aged Care Quality Standards.
* Knowledge of diversity, access and equity issues for CaLD and LGBTI seniors.
* Excellent interpersonal, written and verbal communication skills, including developing ongoing relationships with customers and their families.
* Experience in computer programs and in using customer management systems.
* Tertiary qualifications or equivalent experience in a health-related discipline or community services sector.
* Current NSW drivers’ licence

**Please note:** The successful candidate will be required to participate in an Australian Federal Police check, and a Working with Children Check, prior to confirmation of appointment to the position.

The successful candidate will also be required to demonstrate entitlement to work in Australia, and to disclose any pre-existing injury or disease which may be adversely affected by undertaking the inherent requirements of the position.

**To obtain an application pack please visit www.cranes.org.au**

**or contact Sue Ting on 02 6642 7257**

**Closing date for applications is ongoing until position is filled.**

**First People (Indigenous Australians) are encouraged to apply**

***CRANES is a smoke free environment***