



Aged Care & Disability Services Care Coordinator

Job Title	Aged Care & Disability Services Care Coordinator
Classification	Level 6
Work Unit	Community Services
Responsible To	Regional Manager – Disability Services

Primary Objective

The Aged Care & Disability Services Care Coordinator will be responsible for providing professional, culturally sensitive, case management through referral, assessment, and co-designed care planning, for aged care clients and people living with a disability in East Arnhem communities.

Key Responsibilities

1. Manage client/participant care plans, assessments, budgets, resources, and operations to ensure sustainability, efficiency, and high-quality service delivery.
2. Provide professional culturally sensitive, person-centred referrals, assessments and care planning services that focus on client goals and preferences, adhering to NDIS and Aged Care legislation.
3. Actively lead and mentor service support staff in care plan management and implementation, service delivery and required learnings.
4. Working with the Regional Manager - Disability Services, ensure all participants have access to NDIS services as per their schedule of support.
5. Work collaboratively with the Aged Care & Disability Services Operations Coordinator to develop and implement effective service delivery for each client and participant, including fulfilling care duties as needed.
6. Promote a safe working environment that protects the welfare of self, colleagues and clients and participants adhering to WHS, risk management, incident/SIRS, complaints and continuous improvement principles
7. Assist the Aged Care and Disability Services Operations Coordinator with staff recruitment, timesheet preparation, and general administration duties.
8. Develop positive and professional working relationships with clients and participants, carers and families, colleagues, and stakeholders to ensure a holistic and well-rounded approach to client care.
9. Complete reporting and documentation to meet industry standards, organisational deadlines, and funding and legislative requirements.
10. Actively participate in all offered training and development opportunities.





Aged Care & Disability Services Care Coordinator

11. Comply with all Workplace Health and Safety Policies and Procedures.
12. Other duties as reasonably directed by Regional Manager – Disability Services and Regional Manager - Aged Care Services.

Essential Selection Criteria

- Must have, or be able to obtain and maintain, a current NDIS Worker Screening Clearance.
- Must hold a minimum Cert III in Individual Support (Aging and/or Disability), or the willingness obtain within the first 3 months of employment.
- Demonstrated knowledge and understanding of all Aged Care and NDIS legislation, standards, program guidelines, and scope of practice through a consumer directed care lens, and person-centred care management principles.
- Demonstrated knowledge and comprehension of the Commonwealth Home Support, Home Care, National Aboriginal and Torres Strait Island Flexible Aged Care service programs, and the National Disability Insurance Scheme (NDIS) guidelines.
- Experience in the use of aged care and disability electronic platforms, client management systems and relative Government portals.
- Proven ability to assess complex problems and make recommendations for solutions using creative and critical thinking.
- Advanced oral, written and interpersonal communication skills, including effective stakeholder engagement, active listening and experience in navigating conflict and challenging situations.
- Proven effective time management with the ability to work autonomously.
- Proficiency with the Microsoft Office Suite (particularly Word, Excel, and Outlook) and an ability to learn new software.
- Must hold a current C Class Drivers Licence.

Desirable Selection Criteria

- Other relevant or related qualifications.
- First Aid and CPR qualifications, or the willingness to obtain.
- Hold a food safety qualification, or the willingness to obtain.
- Previous experience living and/or working in remote Australian First Nations' communities.
- Demonstrated high level of cross-cultural awareness to ensure effective participation in a multi-cultural workplace.
- Awareness of issues affecting First Nations People in Australia.





Position Description

Aged Care & Disability Services Care Coordinator

All employment with the East Arnhem Regional Council (EARC) is subject to a Criminal History Check and the ability to obtain a NT Working with Children Clearance. Criminal history will not exclude an applicant unless it is relevant to the inherent requirements to their position.

Employees must also be prepared to travel to remote communities via various means, including 4WD vehicle and light aircraft.

East Arnhem Regional Council is an Equal Employment Opportunity (EEO) employer.

A handwritten signature in black ink, appearing to read "Dale Keehne".

Dale Keehne
Chief Executive Officer
East Arnhem Regional Council

