



# Ali's Home Help Ltd

## Whare Hauora Manaaki

<b>Job Description Coordinator</b>	
<b>Start Date</b>	December 2007 – January 2008
<b>Job Purpose</b>	To ensure all clients receive their entitled care on the day and times that best suit them and the carer.
<b>Reports to</b>	Home Care Manager and indirectly Ali and Phillip Williams
<b>Staff Responsibilities</b>	N/A
<b>Key Relationships</b>	<ul style="list-style-type: none"> <li>• Directors – Ali and Phillip Williams</li> <li>• Home Care Manager</li> <li>• Other coordinators</li> <li>• Supervisors</li> <li>• Nursing Manager</li> <li>• Office staff – receptionists, nursing administrator, recruitment coordinator of carers.</li> <li>• Carers and clients</li> </ul>
<b>Hours</b>	7.45am to 5.00pm, Monday to Friday.
<b>Location</b>	15a Buckleys Road, Linwood, Christchurch
<b>Annual Leave</b>	4 weeks per annum consistent with the Holidays Amendments Act 2004.
<b>Strategic Requirements of the Position</b>	<ul style="list-style-type: none"> <li>▲ To understand and continually develop this understanding of exactly what coordinators are employed to do and how to best meet the needs of carers and clients.</li> <li>▲ Ensure all work is completed to the required standards.</li> <li>▲ Ensure the Home Care Manager is aware of critical issues.</li> </ul>

<p><b>Specific Duties</b></p>	<ol style="list-style-type: none"> <li>1. Answer phone calls from clients or case managers (e.g. ACC, DHB, etc.) with care requests or changes of care needs / details.</li> <li>2. Enter the relevant information from clients or case managers into the appropriate database or schedule (this could be an electronic or book entry).</li> <li>3. Ring carers and notify them of any changes that differ from their normal personal care arrangements. (e.g. cancellations, different day, time, additional work. etc)</li> <li>4. Record all changes and communications to ensure clients receive the care they anticipate and carers know where, when and what sort of care is required for each client.</li> <li>5. Monitor 'discrepancy' schedules, identify and act on any mismatch between client needs and allocated care. This includes ensuring carers are getting the work they desire and have new clients replacing old clients that no longer need care.</li> <li>6. Personally welcome new carers and obtain the critical information needed from them and inform them of the critical things they need to know.</li> <li>7. Carry out appropriate investigations of allegations of misconduct or inappropriate care practices.</li> <li>8. Other similar duties as required consistent with the job purpose.</li> </ol>
<p><b>Performance Expectations</b></p>	<p><b>Exceeds Expectations</b></p> <ul style="list-style-type: none"> <li>▲ Is constantly seeking to improve his/her <b>understanding</b> of Ali's Home Help and home care issues, e.g. what the priorities are and why, what really makes a difference.</li> <li>▲ Takes a <b>proactive</b> approach to answering phone calls, making phone calls, entering data, addressing 'discrepancies' welcoming new carers and does so <b>accurately, efficiently</b> and <b>thoroughly</b> and within accepted and <b>agreed timeframes</b>.</li> <li>▲ Is <b>supportive, honest, open and understanding</b> in all dealings with carers, clients and staff.</li> <li>▲ <b>Records and communicates</b> completed and incomplete work using appropriate systems, processes and reports.</li> <li>▲ Strikes a perfect <b>balance</b> between <b>taking the initiative</b> to do tasks without prompting and asking/checking with the Home Care Manager to ensure their approach is in line with <b>Ali's Home Help vision</b>.</li> </ul>

	<ul style="list-style-type: none"> <li>▲ <b>Communicates</b> honestly, positively and appropriately to directors, the Home Care Manager and staff.</li> </ul>
<p><b>Skills and Attributes Required</b></p>	<ul style="list-style-type: none"> <li>▲ Is passionate about home care and providing professional services to clients with genuine and venerable needs.</li> <li>▲ Is able to work under pressure and remain calm.</li> <li>▲ Is a strong people person, very compassionate, kind and empathic.</li> <li>▲ Has a real willingness to learn, asks questions and listens intently.</li> <li>▲ Conscientious and meticulously organised, very high attention to detail and systems focused. Self motivated.</li> <li>▲ Of strong personality. Not afraid to take a firm line when required.</li> <li>▲ Strong verbal communication skills.</li> <li>▲ Positive, friendly and professional but easygoing and a good sense of humour.</li> <li>▲ Satisfactory key board skills.</li> </ul>

Ali and Phillip Williams  
Directors  
Ali's Home Help  
October 2006