

CLIENT COORDINATOR



Who we are and what we do

St John SA is a not-for-profit organisation working in the South Australian community by providing humanitarian services to individuals, groups and organisations. We engage volunteers to support the delivery of first aid, training and community services and employ approximately 120 paid staff.

St John Ambulance SA is also a Community Aged Care provider in Metropolitan South Australia, delivering Social Inclusion Programs under the Commonwealth Home Support Program and Aged Care Volunteer Visitors Scheme for eligible participants. St John Community Care also has Community Transport options available for persons over the age of 18 who are in receipt of an Aged Care or Disability Support Pension.

About St John Community Care

St John Community Care has been delivering social support to the South Australian Community since 1991. The program has a team of paid staff centrally based at the Unley office that support Volunteers to deliver services to clients registered within the program for Social Support. The program is supported by the Australian Government Department of Health and Aged Care.

Our opportunity

We are currently seeking a Client Coordinator to join our community care team to respond to community needs across all of our programs. No two days will be the same in this role with each client setting their own individual goals. This position will be responsible for contacting clients for the commencement of services, initial assessment, assigning tasks to the Client Support Officers and Rostering Home Support Workers.

To be successful

- Qualifications in Cert IV in Business and/or Community Services
- Previous experience working in a similar role is essential.
- Demonstrated understanding of My Aged Care service provider portal, CHSP and ACVVS, is advantageous.

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD
ABN 42 947 425 570
ACN 667 428 168

Head Office South Australia
85 Edmund Avenue Unley
South Australia 5061

T: 1300 78 5646
F: 08 8306 6995
W: stjohnsa.com.au

Ideal candidates will demonstrate:

- Excellent customer service and interpersonal skills
- High Level of resilience initiative
- Excellent verbal and written communication skills
- Ability to work in a team environment and autonomously
- Sound Knowledge relevant to experience and learning
- Excellent personal presentation
- Ability to influence and collaborate diplomatically
- Utilise negotiation skills and offer solutions and options in a ever changing environment

What now?

Excited about this role? If you are proactive, have a positive can-do attitude, and are looking for a rewarding opportunity; then we invite you to apply via [Seek](#) with your updated resume and cover letter - a one page summary application outlining your competencies, past experience, and other relevant information that highlights suitability for the role. Enquiries may be directed to hr@stjohnsa.com.au

For more specific information related to the individual roles, please refer to the individual position descriptions at our careers page <https://www.stjohnsa.com.au/home/careers>.

St John SA values diversity in the workplace and is an equal opportunity employer.

Employment is dependent upon a Criminal History check that St John finds satisfactory (which includes notation of unsupervised contact with children & vulnerable people), a valid and current Working with Children Check, COVID vaccination certificate, and you must provide evidence of the right to work in Australia.

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Job and Person Specification

Staff



Position Title:	Client Coordinator
Department / Function:	Community Care
Reports to:	Manager Community Care
Agreement / Non - EEA:	Social, Community, Home Care and Disability Services Industry Award
Classification – Grade:	

About St John Ambulance Australia - South Australia Ltd

The vision of St John Ambulance Australia SA Ltd (St John SA) is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

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OUR VALUES



TEAMWORK



INTEGRITY



**HIGH QUALITY
SERVICES**



DIVERSITY



RESPECT

Position Summary

The Client Coordinator is responsible for responding to all client enquiries across the Community Care program. St John SA supports clients to access social support services through the Commonwealth Home Support Program and Aged Care Volunteer Visitors Scheme. Community Care also offers privately funded Social Support and Community Transport Options.

This position will be responsible for contacting clients for the commencement of services, initial assessment, assigning tasks to the Client Support Officers and Rostering Home Support Workers in Consultation with the CHSP Support Officer.

Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none"> • Client Support Officers • Home Support Workers
Key Internal Relationships:	<ul style="list-style-type: none"> • Community Care Manager • Other Team Members
Key External Relationships:	<ul style="list-style-type: none"> • All Clients of Community Care • Client Representatives

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Key Responsibilities	Key Tasks
Provide High Quality Client Care and Services	<ul style="list-style-type: none"> • Managing daily enquiries and service requests from direct referrals and My Aged Care within appropriate timeframes • Completion of Client Intake and Initial Phone Assessment including identifying support needs and risk assessments. • Manage and monitor reportable incidents to ensure Client Safety and escalate / report to Management within required timeframes. • Client Engagement including attendance at various internal and external networking events, including exhibiting at expo's for increased referral sources. • Stakeholder/referrer relationship management (regional assessment services (RAS), Aged Care Assessment Team (ACAT) support coordinators, hospital discharge planners, social worker teams, other referrers) • Collaborating with the Marketing team to develop targeted campaigns, including EDM's, Social Media posts and networking activities to assist in increasing referrals. • Management of vacancies and waitlists • Delegation of tasks to Client Support Officers including handover of referral to relevant team member and Rostering • Liaise with HCP / RACF to initiate transition of services when required
Communication and Record Keeping	<ul style="list-style-type: none"> • Accurate data management ensuring client privacy and confidentiality. • Maintaining accurate records in a Client Relationship Management System (CRM) for reporting purposes
Workplace Health & Safety	<ul style="list-style-type: none"> • Maintain current <i>Provide First Aid</i> Certificate, Manual Handling, Infection Control Training and any other mandatory training requirements. • Ensure a safe and healthy work environment through compliance with WHS legislation and St John policies and procedures. Monitor and report on WHS arrangements in the learning environment • Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to manager

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Knowledge, Experience and Capabilities

- Knowledge of Visual Care CRMS
- Experienced in the use of the My Aged Care and Data Exchange Portals
- Ability to undertake regular administrative duties associated with the role, maintain relevant data and notes and provide timely reports.
- Knowledge of relevant aged care programs and legislative requirements

Personal Attributes

- Ability to work autonomously, set own priorities and work to deadlines.
- Ability to work collaboratively and influence a range of internal and external stakeholders, including colleagues, clients, families/carers.
- Demonstrated problem-solving abilities and high degree of initiative.
- High degree of professionalism, optimism, and resilience.
- Excellent interpersonal and communication skills with the ability to work with individuals from all socio-economic and cultural backgrounds.

Qualifications / Certifications

- Previous experience working in a similar role is essential.
- Qualifications in Cert IV in Business and/or Community Services (or relevant demonstrated experience).
- Provide First Aid and CPR (current or willing to obtain immediately upon commencement of employment)

Essential requirements

- Current South Australian Driver's License class car
- It is a requirement you undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first three months of employment.

St John Ambulance Australia SA Ltd

- Own reliable vehicle that is registered, roadworthy and comprehensively insured.

General Position Information

- The position requires some flexibility to meet organisational requirements. Flexibility within organisational guidelines for working from home and flexible work hours are available, subject to business requirements and St John SA Policy.

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