

Aged Care Shift Coordinator Job Description

A comprehensive job description template
for Australian health and care businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and health care industry practices at the time of publication. You should review and tailor this template to suit your business, facility type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Aged Care Shift Coordinator / Shift Supervisor / Senior Care Coordinator

1.2 Position Summary

The Aged Care Shift Coordinator provides supervisory oversight and coordination of care services during assigned shifts. This role involves managing care staff, ensuring quality resident care, coordinating shift operations and acting as the senior clinical presence on duty in the absence of registered nurses or management.

The position requires strong leadership skills, clinical knowledge and the ability to manage multiple priorities. Shift Coordinators must ensure compliance with care standards, support staff performance, respond to emergencies and maintain effective communication with residents, families and the healthcare team.

1.3 Reporting Structure

This position reports to:

- Registered Nurse (RN) / Clinical Care Manager
- Care Services Manager / Director of Nursing
- Facility Manager / General Manager

1.4 Employment Type

This position is available as:

- Part-time (regular rostered shifts with supervisory duties)
- Full-time (38 hours per week)

2. Key Responsibilities

2.1 Team Supervision and Leadership

- Supervise and coordinate care staff during assigned shifts
- Allocate work tasks and resident assignments to care team members
- Monitor staff performance and provide guidance and support
- Lead shift handover meetings with clear communication
- Address staff concerns and resolve workplace issues during shifts
- Support new staff orientation and mentoring
- Ensure adequate staff coverage throughout shift

2.2 Resident Care Coordination

- Oversee delivery of resident care according to care plans

- Monitor resident wellbeing and respond to changing needs
- Conduct resident rounds and safety checks
- Coordinate medical appointments and health services
- Liaise with families regarding resident care and concerns
- Ensure residents receive timely care and attention
- Respond to resident requests and complaints professionally

2.3 Clinical Assessment and Support

- Assess and respond to changes in resident condition
- Monitor vital signs and health indicators
- Coordinate clinical care under RN direction
- Support medication administration and monitoring
- Escalate clinical concerns to registered nurses and management
- Provide hands-on care when required
- Support implementation of care plans

2.4 Shift Management and Operations

- Manage overall shift operations and workflow
- Ensure completion of all care tasks and routines
- Monitor and maintain shift schedules and breaks
- Coordinate meal services and activities
- Manage equipment and resource allocation
- Address maintenance issues and facility concerns
- Ensure facility security and safety during shift

2.5 Incident Management and Emergency Response

- Respond to emergencies and coordinate emergency procedures
- Manage incident response and first aid situations
- Contact emergency services when required
- Complete incident reports and documentation
- Investigate and address safety concerns
- Implement risk management strategies
- Support crisis intervention and de-escalation

2.6 Documentation and Reporting

- Maintain accurate shift reports and handover notes
- Document resident care and observations
- Complete incident and accident reports

- Monitor and review care documentation by staff
- Report to management on shift activities and issues
- Ensure compliance with documentation standards
- Participate in quality audits and reviews

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Supervision

Proven leadership and team management skills. Ability to delegate and coordinate workload. Skills in staff motivation and performance management. Confident decision-making under pressure. Ability to manage conflict and resolve issues.

Clinical Knowledge and Assessment

Strong clinical knowledge in aged care. Competency in resident assessment. Understanding of care planning and implementation. Knowledge of medication management. Ability to recognise and respond to deterioration.

Communication and Interpersonal Skills

Excellent communication with staff, residents and families. Clear handover and briefing skills. Professional communication with healthcare team. Ability to provide constructive feedback. Skills in conflict resolution and negotiation.

Organisational and Problem-Solving

Strong organisational and time management skills. Ability to prioritise multiple demands. Problem-solving and critical thinking. Resource management capabilities. Attention to detail in operations.

3.2 Personal Attributes

- Confident and capable leader
- Professional and reliable
- Calm under pressure
- Strong work ethic and integrity
- Flexible and adaptable
- Excellent judgment and decision-making
- Commitment to quality care and safety
- Team player with collaborative approach
- Respectful and empathetic
- Continuous learner and improvement focused

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Certificate IV in Ageing Support or equivalent qualification
- Minimum 2-3 years experience in aged care with demonstrated supervisory experience
- Current First Aid and CPR certificate
- Medication competency training and assessment
- National Police Check (within last 12 months)
- NDIS Worker Screening Check (if applicable)
- Immunisation records including COVID-19, influenza and hepatitis
- Eligibility to work in Australia

4.2 Desirable Qualifications

- Diploma of Nursing or equivalent
- Leadership or management training
- Dementia care training
- Palliative care training
- Wound care certification
- Manual handling trainer certification
- Previous shift coordinator or team leader experience

4.3 Experience

Minimum 2-3 years experience working in aged care facilities is required. Demonstrated experience in supervisory or coordination roles is essential. Candidates should have strong clinical skills, proven ability to manage teams and experience in shift operations. Previous experience responding to emergencies and managing challenging situations is highly valued.

5. Working Conditions

5.1 Hours of Work

- Rotating shifts including morning, afternoon and night coordination duties
- Regular weekend and public holiday work
- Shift lengths typically 8-10 hours
- On-call responsibilities may apply
- Roster provided in advance as per award requirements
- Flexibility required for emergency coverage

5.2 Physical Requirements

- Ability to remain alert and focused during entire shift
- Physical capability to assist with resident care

- Ability to move quickly in emergency situations
- Comfortable walking and standing for extended periods
- Manual handling capabilities for resident assistance
- Physical stamina for active supervisory role

5.3 Work Environment

- Indoor aged care facility setting
- Climate-controlled environment
- Exposure to bodily fluids and clinical situations
- Fast-paced during busy periods and emergencies
- Emotionally demanding situations including end-of-life care
- Responsibility for overall shift operations

5.4 Uniform and Presentation

- Supervisory uniform or distinctive attire provided by facility
- Closed, non-slip footwear required
- Professional appearance at all times
- Hair tied back for hygiene and safety
- Minimal jewellery for infection control
- Name badge with designation to be worn at all times

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Aged Care Award 2010 (MA000018). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in aged care facilities and services.

6.2 Classification Level

Aged Care Shift Coordinators are generally classified under the award as:

- Level 4 Pay Point 1 or 2: Supervisory aged care worker coordinating staff and shifts
- Level 5: Senior shift coordinator with additional responsibilities

This is a supervisory position with higher classification reflecting leadership and coordination responsibilities. The specific classification level will be determined based on qualifications, experience and scope of duties.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate

- Sunday: 175% of base rate
- Public holidays: 250% of base rate
- Night shift allowances for overnight work
- On-call allowances if applicable

Refer to the Aged Care Award 2010 for current rates and conditions applicable to supervisory roles.

7. Expected Behaviours

7.1 Professional Conduct

- Demonstrate leadership and professional role modelling
- Maintain strict confidentiality of resident and staff information
- Follow all organisational policies, procedures and care standards
- Uphold aged care quality standards and regulations
- Arrive on time for scheduled shifts prepared for supervisory duties
- Notify management of absence with appropriate notice

7.2 Leadership Standards

- Provide clear direction and support to care team
- Lead by example in care delivery and professionalism
- Make sound decisions in the best interests of residents and staff
- Communicate expectations clearly and follow up on performance
- Foster positive team culture and morale
- Address issues promptly and fairly

7.3 Care and Safety Standards

- Ensure delivery of high-quality person-centred care
- Maintain vigilance over resident safety and wellbeing
- Enforce infection control and safety protocols
- Respond effectively to emergencies and incidents
- Monitor compliance with care plans and documentation
- Promote continuous quality improvement

7.4 Communication and Collaboration

- Communicate effectively with all stakeholders
- Provide clear and thorough shift handovers
- Collaborate with management and clinical team
- Keep management informed of significant issues

- Accept feedback and implement improvements
- Support organisational goals and initiatives

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting supervisory experience
- Cover letter outlining leadership capabilities and aged care experience
- Copies of qualifications and certificates
- Current immunisation records
- Contact details for two professional referees (preferably including a supervisor)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview
- In-person interview including leadership scenarios
- Skills and clinical assessment
- Reference checks with focus on supervisory capabilities
- National Police Check and worker screening
- Pre-employment health assessment

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the facility.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____