

POSITION TITLE	Care Advisor – Home Care Packages
TEAM / PROGRAM	Community & Home Support Team
POSITION REPORTS TO:	Senior Care Advisor
DIRECT REPORTS:	Nil
INTERNAL RELATIONSHIPS	Manager Community & Home Support Head of Aged and Carer Services Executive Management Team Program Managers / Team Leaders Corporate Services
EXTERNAL RELATIONSHIPS	Clients and carers Contractors and suppliers Service partners
LOCATION	Rowan Street, Wangaratta
EMPLOYMENT STATUS	As directed
AGREEMENT	UCGNE Collective Agreement 2009 - 2012
CLASSIFICATION	SCHCADS Grade 5 equivalent
JOB FAMILY*	Specialist and Professional Services (Level 7)

Uniting is a merger of 22 UnitingCare community service agencies operating in Victoria and Tasmania and Wesley Mission Victoria, the Share Appeal and Synod led early childhood services. Uniting is one of the largest community service providers within Victoria and Tasmania. Uniting represents a significant commitment by the Uniting Church to continue its ministry of compassion and care.

Our services are in the area of aged care, disability, children youth and family, mental health, community services and chaplaincy and we get involved in social justice and advocacy issue that impact the people we serve.

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: We are **imaginative, respectful, compassionate and bold.**

* National Disability Service Capability Framework

POSITION SCOPE

The objective of the Community Support Program is to enable the aged, people with disabilities, and their carers to stay connected to their community, and able to access respite and group activities that enable a level of independence.

Reporting to the Senior Care Advisor this position is a Care Advisor role with responsibilities for supporting clients on Home Care Packages to be able set goals and access identified services. The role will be required to carry a case load.

The role will also be accountable for management of the funds and reporting requirements of the Home care Packages.

MAJOR ACCOUNTABILITIES

1. Provide Consumer-Directed Care in accordance with the Aged Care Amended Act of 2016 and the Australian Aged Care Quality Standards.
2. Act in accordance with Uniting Aged Care and carer services policies and procedures, and participate in continuous quality improvement initiatives.
3. Provide exceptional customer service by developing and maintaining good working relationships with program participants, their families, and their support systems.
4. To be personally accountable for actions by taking ownership of the role, be solution focused, and seek help when required.

KEY RESPONSIBILITIES

Case management and service coordination

- Identify the needs of frail older people, develop care plans, and investigate matching service options to be provided from external service brokerage strategies and to provide the clients with maximum choice, control of their packages of care and access to services.
- Manage the provision of an effective case management and care advice service to clients using a client directed focus which remains within the client's allocated package and budget.
- Provide case consultancy and support to stakeholders including agency staff and management, external service providers, relevant professionals and organisations involved with the care and support of potential and registered clients.
- Monitor the engagement of assistance of other professionals as needed in the care of individual clients.
- Monitor and where necessary facilitate case planning meetings to review individual care plans involving clients, carers and relevant service providers.
- Monitor and where necessary provide advocacy and support for clients, carers and family as required by the registered clients.
- Negotiate with other agencies for client services within budgetary constraints.
- Be familiar and comply with program operational guidelines and relevant aged care program policies.

Service planning and development

- Comply with program guidelines relevant to the various funding sources.
- Participate in relevant team meetings regarding program planning staff education, supervision, service development and quality improvement.
- Act in accordance with Uniting policies and procedure and maintain confidentiality in all matters.

Continuous Quality Improvement (CQI)

- Provide a highly professional responsive and client-directed approach at all times ensuring work conforms to organisational standards.
- Review and update all client management records and documents.
- Collaborate with other organisations in the development of strategies to promote improved service delivery to mutual clients.
- Provide assistance in the development and implementation of process improvement for other parts of the organisation as required.

Reporting

- Ensure that any client feedback, complaints or compliments are reported appropriately in line with Uniting's Complaints Policy.
- Ensure that all incidents are reported appropriately in line with Uniting Incident Reporting Policy and procedures.

Organisational

- Operate in a manner consistent with Uniting's vision and purpose and within the employee Code of Conduct; abide by Uniting's policies and procedures.
- Ensure that confidentiality of Uniting's clients and commercial data is respected at all times.
- Comply with the principles of equal employment opportunity to ensure a workplace free from harassment and unlawful discrimination.
- Undertake continuing professional development.
- Undertake any other projects or tasks as directed.

Occupational Health and Safety

- Ensure appropriate actions are taken to observe current OH&S legislation, relevant regulations and Uniting's OH&S policy and associated procedures.
- As an employee to be responsible for work health and safety practices of self and all people you may come into contact with during employment.

FUNCTIONAL REQUIREMENTS

Service delivery	<ul style="list-style-type: none">• Delivers services using an in depth knowledge of several aged care support areas.• Has knowledge of a number of direct assessment, therapy and intervention techniques and / or service coordination areas.• Has an understanding of health and wellbeing issues; collaborates with other disciplines.• Draws on a number of methodologies and techniques.• Deals with standard professional issues with relevant stakeholders. Manages standard referral issues.• Has the experience to handle complex client matters• Undertakes and / or oversees fee for service work.• Models and participates in team reflective practice.• Participates in professional team meetings as necessary.• Participates in the professional practice supervision process.
Service outcomes, development and evaluation	<ul style="list-style-type: none">• Utilises a range of standard effectiveness measures and tools to assess individual and service outcomes and progress with a person's goals.

	<ul style="list-style-type: none"> • Undertakes the development, review and evaluation of service offerings for small services. • Utilises the full range of standard planning, implementation and review methods and procedures. • Consults with staff and external bodies on issues associated with the success of services and programs. • Assists with the planning and evaluation of complex services.
Participation and inclusion	<ul style="list-style-type: none"> • In close cooperation with a person, arranges the more complex supports and services to meet the goals of independent living. • Facilitates community integration, inclusion and access to the full range of community supports which meets the persons care plan. • Develops relationships to achieve access and addresses barriers to participation. • Supports decision making and problem solving. • Maintains regular communication and contact to ensure the individual progresses to meet their goals and care plan which are reviewed regularly. • Acts on feedback.
Community engagement and education	<ul style="list-style-type: none"> • Undertakes community needs analyses. • Develops and maintains community and professional networks.
Reporting documentation and administration	<ul style="list-style-type: none"> • Undertakes reporting, documentation and administrative responsibilities efficiently. • Maintains case notes, plans and required documentation. • Prepares reports, written assessments and standard reports. • Checks for inconsistencies in data and identifies and reports variances from expected practices, takes corrective action. • Prepares client service level budgets for recommendation

STRATEGIC CORE REQUIREMENTS

Qualifications / experience	<ul style="list-style-type: none"> • A relevant tertiary qualification. • Demonstrated experience in case management / care advice. • Fully proficient professional. • Evidence of undertaking regular professional development.
Sector and organisational purpose and value	<ul style="list-style-type: none"> • In-depth understanding of the philosophy of human rights based approaches in the aged care sector. • Broad knowledge of the sector and the individual and community context. In depth understanding of the vision, mission, values of the organisation and the supports and services offered. • Aligns with approaches and with organisation values. • Working knowledge of the strategic direction under which the organisation operates, organisation functions and infrastructure.
Communication	<ul style="list-style-type: none"> • Has a flexible and adaptable communication technique that engenders positive engaging relationships and meets required outcomes with a diverse range of client cohorts. • Uses influencing skills and a broad network of contacts to resolve client and work issues. • Acquires basic negotiation techniques in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
Customer relations	<ul style="list-style-type: none"> • Uses thorough and advanced professional competence to support customers problem solving and decision making about their needs and expectations.

	<ul style="list-style-type: none"> • Understands scope of service offerings and can negotiate within boundaries. • Able to effectively deal with sensitive and serious matters, respecting diversity and confidentiality requirements. • Interacts with stakeholders. • Uses understanding of relationships and needs to recommend changes to approach.
Personal accountabilities	<ul style="list-style-type: none"> • A detailed understanding of the intent and framework of compliance legislation, quality standards, policies and procedures relevant to the role. • In-depth understanding of requirements for safe and healthy working adheres to them and makes a positive contribution to the organisation work environment. • Promotes the need to appropriately use financial and other resources. • Markets and promotes organisation service offerings and organisation brand.
Innovation	<ul style="list-style-type: none"> • Exercised initiative and judgement, under guidance, to creatively improve service or product offerings. • Is adaptable and resourceful. • Understands organisation processes and quality principles, and applies improvement methods. • Identifies and mitigates risk. • Resolves standard problems in designated area.

PHYSICAL REQUIREMENTS OF THE ROLE

This position requires the worker to be able to:

- Walk / stand
- Bend at the knees
- Reach below knee height
- Kneel / reach
- Reach overhead / forward
- Lift / pull / push
- Carry
- Sit at a desk for extended periods of time
- Undertake extensive telephone work
- Drive a motor vehicle

KEY SELECTION CRITERIA

- *Functional Requirements as detailed above*
- *Strategic Core Requirements as detailed above*
- *Physical Requirements of the Role as detailed above*

ADDITIONAL INFORMATION

- This position is based at Wangaratta, but the incumbent may be required to work from other locations as directed.
- A relevant tertiary qualification or equivalent is required.
- Employment is subject to a satisfactory completion of Police Record and Working with Children Checks.
- Satisfactory Disability Workers Exclusion Scheme check.
- This role is likely to increase in hours pending increased numbers of client registrations.

DOCUMENT REVIEW DETAILS

VERSION NUMBER: 1.0

DATE APPROVED: 19 September 2018

I have read, understood and accept the above position description.

Date

[NAME]

Date

Jennifer Sleep, Executive Officer