

**Position Summary**

<b>Position Title</b>	:	Community Care Advisor – Home Care Program
<b>Business Unit</b>	:	Community Care
<b>Division</b>	:	<b>Greek Orthodox Community Care</b>
<b>Classification</b>	:	<b>As per letter of Appointment</b>
<b>Status</b>	:	Permanent Full Time (subject to funding)

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**Position Statement**

To offer advice to clients with regards to services available within the Home Care Packages.

Provide leadership, professionalism, supervision and support to direct care staff.

Support the Community Care Services Manager by ensuring the effective & efficient operation of the HCP program.

To be on call so as to ensure effective response to client's changing needs

**Accountability & Reporting Relationship**

**Responsible to:** Manager, Community Care Services

**Reports to:** Manager, Community Care Services

**Internal liaisons:** Community Care staff, in particular other CCS Coordinators.

**External liaisons:** Service Providers to the Aged, Regional working groups, Contractors.

**Reporting to you:** Community Care Support Workers

**Special Conditions**

- Some out of hours may be work required.
- Proficiency in the Greek language desirable.
- Satisfactory National Police clearance.

**Essential Minimum Requirements**

The following essential requirements will be used in the assessment of the applicant in order to determine the most suitable candidate.

**Essential:**

1. Relevant tertiary qualifications in the Human or Behavioural Sciences, Allied Health, Aged Care or Community Services fields and/or extensive case management experience.
2. A current driver's licence.

**Desirable:**

3. Registration as an accredited case manager or willingness to obtain.
4. Experience working within community services programs and/or with older people

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KEY RESULT AREAS	KEY TASKS
<b>1. Principal Responsibility</b>	<ul style="list-style-type: none"> <li>• Undertake comprehensive initial and ongoing assessments of clients' needs to ensure that individualised, strengths based service plans are developed to assist clients to continue to live in the community.</li> <li>• To provide clear, comprehensive handover and guidance to the client services team, who will implement assistance plans.</li> <li>• To arrange services and products required by the client from internal and external services.</li> <li>• To manage individual client budgets in conjunction with the client.</li> </ul>
<b>2. Qualifications</b>	<p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. Relevant tertiary qualifications in the Human or Behavioural Sciences, Allied Health, Aged Care or Community Services fields and/or extensive case management experience.</li> <li>2. A current driver's licence.</li> </ol> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>3. Registration as an accredited case manager or willingness to obtain.</li> <li>4. Experience working within community services programs and/or with older people.</li> </ol>
<b>3. Knowledge</b>	<ol style="list-style-type: none"> <li>1. Knowledge and understanding of the principles of restorative care and strengths based approaches. Knowledge of the Home Care Packages Program Guidelines (August 2013), including the principles of the Consumer Directed Care framework.</li> <li>2. Knowledge of the Home Care Standards.</li> <li>3. Knowledge of goal setting and how to document goals in a SMART (specific, measureable, achievable, realistic, timely) format.</li> <li>4. Knowledge of the diverse physical, social, emotional and cultural needs of older people living in the community.</li> <li>5. Knowledge of community support services available.</li> <li>6. A working knowledge and use of Microsoft Word, Excel, Outlook and PowerPoint.</li> <li>7. Knowledge of Equal Opportunity employment, Work Health and Safety, Workers Rehabilitation &amp; Compensation and other relevant legislation, and An ability to apply them to work practices.</li> </ol>
<b>4. Experience</b>	<p>Proven experience in:</p> <ol style="list-style-type: none"> <li>1. Assessment, planning, goal setting, implementation and review of service plans, based on individual needs and preferences, particularly for people with complex needs.</li> <li>2. The human services/community services fields and/or prior experience working with older people.</li> <li>3. Working effectively in a multidisciplinary environment.</li> </ol>

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	<p>4. Working effectively in an environment where there is a high degree of change.</p>
<p><b>5. Specific Responsibilities</b></p>	<p>1. Provide quality customer service as the primary point of contact for the client and their advocate(s).</p> <p>2. In conjunction with the client, their advocate(s) and relevant health professionals design responsive, detailed service plans based on the needs identified in the assessment and the client's goals (adhering to GOCSA's philosophy of enhancing independence and the Consumer Directed Care (CDC) framework as described in the Home Care Packages Program Guidelines.</p> <p>3. To identify goals based on the needs and aspirations of clients and to document and develop goals within a SMART format.</p> <p>4. To negotiate and prioritise client's services to ensure that services meet the client's individual allocated budget and clearly link to the client directed goals.</p> <p>5. To provide detailed information and/or handover to the client services team to ensure that services are delivered as per the assistance plan.</p> <p>6. Work collaboratively with clients, their carers, families and advocates as well as other program staff, health professionals and other agencies to maximise client's independence and ability to remain living in the community of their choice.</p> <p>7. To identify when clients service needs have changed, conduct reviews and amend service plans where necessary to account for the clients changing situation.</p> <p>8. To work with other professionals, including allied health and nurses where necessary to ensure that clients receive optimum support with a strong restorative focus.</p> <p>9. To identify other community services, social options and/or any other services clients may require to ensure that individualised services are delivered on an 'as needs' basis.</p> <p>10. Develop effective relationships with other relevant agencies and represent GOCSA on committees/forums to enhance program service delivery and contribute to service development, in consultation with the Manager, Community Care Services.</p> <p>11. To identify where other GOCSA services and programs will be beneficial to clients and their advocate(s) and promote them to ensure that individual needs are addressed.</p> <p>12. To meet administrative requirements, including maintenance of clear, accurate and up-to-date records in accordance with GOCSA policy, procedures and funding guidelines.</p> <p>13. To meet and report on Key Performance Indicators as directed by the Manager Community Care Services.</p> <p>14. To conduct relevant WH&amp;S assessments in-home to ensure that client safety is maintained.</p> <p>15. To ensure that all responsible steps are taken to protect personal safety at work and avoid adversely affecting the health or safety of any other person at the work place in accordance with requirements under the Work Health and Safety Act (2012). This includes;</p>

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	<ul style="list-style-type: none"> <li>a) Complying with appropriate WH&amp;S policies, procedures, work practices and safety instruction from supervisor.</li> <li>b) Participating in WH&amp;S training as required.</li> <li>c) Reporting to their supervisor any incident/hazard that will or has the potential to harm another person in the workplace.</li> <li>d) Use any equipment and wear clothing to protect their health and safety while at work.</li> <li>e) Assisting in the implementation of appropriate risk control measures.</li> <li>f) Ensuring they are not affected by alcohol or any other substance which may endanger themselves or any other person in the workplace.</li> </ul> <p>16. To participate in Performance Development Plans.</p> <p>17. To attend meetings and training as directed by the Manager Community Care Services.</p> <p>18. To comply with GOCSA's Vision, Mission, Values, Policies, Procedures and Code of Employment Principles.</p> <p>19. To ensure that GOCSA property is kept secure against loss, theft or damage and is properly maintained at all times.</p> <p>20. Participate in activities aimed at the continuous improvement of services.</p> <p>21. Undertake other duties as may be requested by the Manager Community Care Services.</p>
<p><b>6. Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>1. A commitment and enthusiasm to assist older people to remain active members of the community and to adhere to the Community Care Services ethos of "Living Your Way."</li> <li>2. Personal values aligned to GOCSA's Values.</li> <li>3. Highly developed written and verbal communication skills, including report writing and the ability to communicate with people from diverse backgrounds.</li> <li>4. Demonstrated ability to be able to effectively communicate and negotiate with all key stakeholders.</li> <li>5. Demonstrates and applies effective self-reflection and ongoing professional development.</li> <li>6. Well developed listening skills.</li> <li>7. Demonstrated ability to manage multiple tasks, and flexibility in dealing with changing priorities and managing competing demands.</li> <li>8. Excellent time management skills and the ability to work well autonomously, as well as working effectively within a multidisciplinary team.</li> <li>9. Demonstrated computer literacy, including excellent documentation and report writing skills.</li> <li>10. The ability to read, understand and use healthcare information to make decisions about client service needs.</li> <li>11. Demonstrated ability to analyse and interpret information and solve problems.</li> <li>12. Demonstrated budget management skills.</li> </ul>

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	<p>13. Sensitivity to the needs of older people of different social, economic and cultural backgrounds.</p> <p>14. Demonstrate an empathetic and flexible approach to manage sensitivities associated with client issues.</p> <p>15. To be creative, innovative and resourceful.</p> <p>16. The desire to provide excellent customer service to GOCSA's clients as well as internal and external stakeholders.</p> <p>17. Maintain a professional attitude and appearance.</p> <p>18. Demonstrate an ability to maintain confidentiality in all aspects of the workplace.</p> <p>19. Project a positive outlook and have the ability to develop rapport with a wide range of people.</p>
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**Position profile approval:**

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Acknowledged by Occupant Date

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Acknowledged by Manager Date

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Acknowledged by General Manager Date