

# Community Support Services



Position Description	
Position Title	Home Care Packages Officer
Program Location	Head Office
Reports To	Manager of Access and Development
Direct Reports	Nil
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 4
Community Services #1 Capability Level	Level 4
Objective	<p>The primary purpose of the position is to facilitate and deliver Home Care Packages tailored to individual client service needs, under a person centred approach that enhances independence.</p> <p>This position contributes to growing CS#1's Home Care Packages program and to ensuring its financial viability for the organisation.</p>
Key Accountabilities and Capabilities	<p>Deliver the ongoing implementation of CS#1's Home Care Packages program in accordance with the Aged Care Quality Standards, Aged Care Act, Home Care Programme Operational Manual.</p> <p>Work with the Manager of Access and Development to identify formal and informal partnerships to expand CS#1's Home Care Packages network and client base.</p> <p>Seek and support prospective clients to sign up to CS#1's Home Care Packages program and provide information and appropriate advice, including advocacy information, referral, community resources, and support networks as required.</p> <p>Case manage Home Care Packages for individual clients, ensuring quality service delivery and responsive customer service.</p> <p>Implement, monitor and review care plans and budgets to meet individual client preferences, needs and goals.</p> <p>Ensure timely collection and distribution of data for client statements and invoicing.</p> <p>In delivering Home Care Package, exercise judgement and contribute critical knowledge where procedures are not clearly defined.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p>

	<p>Assist with collection of data and statistics for the Manager of Access and Development for reporting purposes.</p> <p>Participate in quality assurance and continuous improvement processes for the Access and Development team.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>
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