



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	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.  This position contributes to growing CS#1's Home Care Packages program and to ensuring its financial viability for the organisation.
Key Accountabilities and Capabilities	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.
	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.
	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.
	Case manage Home Care Packages for individual clients, ensuring quality service delivery and responsive customer service.
	Implement, monitor and review care plans and budgets to meet individual client preferences, needs and goals.
	Ensure timely collection and distribution of data for client statements and invoicing.
	In delivering Home Care Package, exercise judgement and contribute critical knowledge where procedures are not clearly defined.
	Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.

Assist with collection of data and statistics for the Manager of Access and Development for reporting purposes.

Participate in quality assurance and continuous improvement processes for the Access and Development team.

Perform other duties as directed, commensurate with the skills and expectations of the role.

## **Selection Criteria** Required Qualifications, Demonstrated equivalent Certificate IV qualifications in relevant fields such Skills and Experience as Community Services, Health Services, Aged Care or equivalent work experience, with a genuine interest in empowering individuals from disadvantaged communities. Demonstrated knowledge and experience of Home Care Packages and supporting legislation and standards. Demonstrated experience and well developed skills in the delivery of telephone and face-to-face assessment and referral services to individuals, families and communities with diverse and complex cultural, emotional and social needs. Demonstrated sound understanding of risk assessment and duty of care for client services. Demonstrated excellent communication skills including the ability to liaise effectively with clients, community groups, other employees and external agencies. Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities. Additional Requirements A.C.T. Working With Vulnerable People Card **Current Driver Licence** Current First Aid Certificate

Acceptance	
I understand and accept	Employee:
the duties and	
responsibilities as	
outlined in this position	Date:
description.	