

Position description

Position title:	Home Care Package Consultant
Salary:	\$34.6711 per hour
Classification:	SACS Level 3, Pay Point 5
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Hours:	45.6 hours per fortnight
Position tenure:	Permanent part time
Employee benefits:	<ul style="list-style-type: none"> • Access to discounted private health insurance • Salary Packaging (including novated leasing) • Health and Wellness Guidance and Activities
Location:	Negotiable across an LCHS site
Reports to:	State Manager Home Care Services
Program:	Home Care Services

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

You'll be applying your talents and efforts in ways that make a genuine difference to people in your community.

You'll work with people who are positive and optimistic in the attitudes and behaviours they bring to work. This creates a safe and uplifting environment that will constantly motivate you - and those around you - to bring their best to work.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

The role is responsible for providing responsive and quality information to the frail aged, their carers and the general community about Home Care Packages (HCP), and the aged care service system generally. The Home Care Package Consultant will respond to and initiate contact with potential clients and promote Latrobe Community Health Service as a provider of choice, and work effectively as part of the Sales and Admissions team.

The Home Care Package Consultant will have excellent HCP product knowledge, a warm and compassionate approach and work to effectively convert leads generated by the Sales and Customer Service staff, our marketing strategy, My Aged Care and word of mouth referrals by 'closing the sale'.

We take a wellness and enablement approach to care, under the consumer-directed care model that also takes into account client capacity. The Home Care Package Consultant will communicate with a diverse range of prospective clients to ensure client's needs are identified and met.

The Home Care Package Consultant will work closely with our community facing Sales and Customer Service staff, Admissions Administration and Care Advisors.

Key objectives, duties and responsibilities

1. Respond to incoming client enquires and provide current information regarding Home Care Packages (HCP) and LCHS information, including arranging or conducting home visits when required
2. Process the allocation of HCP via the My Aged Care Service Provider Portal under the direction of the Team Leader
3. Work effectively alongside the Sales and Customer Service staff to promote Latrobe Community Health Services as a provider of choice
4. Ensure client information and statistical records are maintained and updated in all client management system databases/spreadsheets, including the My Aged Care Service Provider Portal, in line with statutory and organisational requirements
5. Represent and promote HCP at events when required
6. Adhere to processes, policies and work instructions relevant to the program; including but not limited to;
 - liaise with Team Leader regarding loss of client uptake
 - provide new client handover to the Care Advisor and debrief
 - process client upgrades and closures and notify Care Advisor and other relevant internal stakeholders
7. Undertake and refer administrative tasks to Admissions Administration as required
8. Evaluate and report on the results and the effectiveness of sales activities
9. Meeting new client targets and other KPI's
10. Working with the marketing team to deliver our annual marketing plan
11. Ensure appropriate, accurate and confidential documentation and statistical records are maintained to accurately meet statutory and organisational requirements and enable a streamlined, equitable and efficient process.
12. Participate in team meetings, supervision sessions and quality projects relevant to position.
13. Commit to working as part of a team that focuses on providing excellent customer service by adhering to, and promoting, LCHS values.

14. Undertake further training and professional development to enhance performance.
15. Other duties as commensurate with the position.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. An understanding of Commonwealth Home Care Packages, and consumer directed care
2. Demonstrated track record of sales success and capacity to meet or exceed targets
3. Commitment to providing an exceptional customer service experience and outcomes
4. A proven ability to learn and retain new and complex information, and communicate this information to others in a manner that is easy to understand
5. Highly developed skills in written and verbal communication
6. A capacity to engage and communicate respectfully with a range of people including those from diverse backgrounds, cultures, lifestyles and experiences.
7. Skills in time management and the ability to determine priorities.
8. Demonstrated experience in the use of computer software products and databases

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. Ability to travel across the service delivery area
2. Current Victorian driver licence.

Desirable

1. Previous sales experience in health or aged care
2. Relevant qualifications in sales or customer service or other relevant
3. Experience in the Aged Care sector.

Organisation Requirements

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. MARAM TIER 4.
3. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
4. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
5. Prior to appointment, credentialing documentation must be completed and verified.
6. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
7. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people,

people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

Approved (Job title):	Executive Director Aged and Community Care
Date:	15 April 2021

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /