

Position description

Position title:	Care Advisor - Experienced Level
Salary:	Dependent on qualifications and experience
Classification:	SACS Level 4
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Hours:	76 hours per fortnight (or 80 hours per fortnight with an ADO every four weeks)
Position tenure:	Permanent full 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:	Multiple positions across service delivery area (Sale, Warragul, Morwell and or Wangaratta)
Reports to:	State Manager Home Care Services
Responsible to:	Team Leader – Care Management
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.

Your role will include a wide variety of responsibilities and continual challenges to resolve. Your capabilities will be pushed and developed, providing stimulation, professional learning and personal growth.

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 provides case management support to the frail aged in receipt of services through the Commonwealth Home Care Package program.

Responsibilities include day to day management of a client case load, conducting assessments, care planning, review and provision of consumer directed services to clients within budget and program guidelines. You will build professional relationships internally and externally and look for innovative, flexible and creative care solutions to achieve the best outcomes with clients so they may live in their homes for longer.

We take a wellness and enablement approach to care under the consumer-directed care model that also takes into account client capacity. Care Advisors work with a diverse range of clients with Home Care Packages of all levels. Care management levels will vary depending on the level of support chosen by the client. This role involves facilitating client choice in decision making and meeting needs using analytical processes that require planning and a goals-orientated approach.

This role involves travelling to meet clients in the community as well as working in an LCHS office. Care Advisors will work closely with our Sales team to advance our market share and strengthen our position within the Home Care sector in Victoria and beyond.

Key objectives, duties and responsibilities

Reporting to the State Manager Home Care Services, and under the leadership of a Team Leader – Care Management, you will:

1. Provide clients, and their family members or others where authorised, with information about;
 - their Home Care Package
 - Charter of Aged Care Rights and Home Care Package agreements
 - the establishment of their individual budget and monthly statements
 - how the funds could be spent
 - how to ensure these meet legislative compliance and accountability.
 - Community resources that can be accessed for additional support
2. Undertake assessment, care planning, monitoring and review and care plan adjustments with the client in line with case management best practice.
3. Promote and empower consumer participation and choice and advocate for a client centred approach
4. Participate and or initiate case conferencing, contributing knowledge and/or secondary consultation if required in consultation with the client.
5. Effectively manage a caseload of clients, ensuring monthly targets are achieved in regards to contact hours, client retention and new business.
6. Maintain computer based and paper file documentation of assessments, care plans and care management service levels for invoicing purposes.
7. Record exceptional case notes relating to all client related contact
8. Monitor and maintain records of expenditure and ensure client plans do not exceed budget allocations
9. Manage schedules and appointments and meet deadlines including client contact in line with home care package inclusions

10. Work in accordance with procedures regarding HCP Service Coordination to implement the agreed care plan via the Service Coordination team.
11. Respond to client care matters escalated for action in line with the documented escalation hierarchy.
12. Maintain currency of skills and knowledge relevant to this position, including managing clients with complex needs and clients with special needs as identified in the Aged Care Act.
13. Actively participate in supervision sessions, peer support, team meetings and provide activity reports as required.
14. Liaise effectively with key LCHS staff, referring agencies, local health providers and community services and make referrals.
15. Support the HCP marketing and promotion plan as required including responding to prospective client contact and promoting LCHS as a provider of choice.
16. Commit to working as part of a team that focuses on providing excellent customer service by adhering to, and promoting, LCHS values.
17. Notify team leader and admission administration of client transfer or package cessation.
18. Perform duty work as required.
19. Undertake further training and development to enhance performance and professional development.
20. Assist in the provision of induction for new Care Advisors by demonstrating tasks and allowing observation as required.

Key Performance Indicators

It is a requirement of this role to achieve set key performance indicators (KPI's) which are set and monitored through the annual performance review plan.

- Manage a mixed level caseload of +/- 5% (plus or minus) 60 clients depending on care advisor qualification and experience and client complexity.
- Meet agreed indicators with respect to client contact hours, client retention, Your Care Choice service hours and timeliness.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Organisation and records management skills.
2. Computer, typing, and technology skills sufficient to operate office equipment, use databases, spreadsheets and prepare presentations.
3. A proven track record of working cooperatively within a team, and a demonstrated ability to operate independently.
4. Critical thinking skills including the ability to analyse, problem solve, influence, interview and negotiate.
5. An ability to form positive relationships with a variety of service providers, caregivers, and other internal and external stakeholders.
6. An understanding of the commonwealth aged care system and Aged Care Standards.
7. Demonstrated skills in developing budgets, monitoring expenditure and delivering budgeted outcomes.
8. Strong knowledge and application of consumer directed care principles.

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. Appropriate qualification compliant with Australian Qualifications Framework (e.g. Associate/Diploma of Case Management and/or Community Services /Nursing/ or related field, or 3 or 4 year undergraduate degree in a health related field).
2. Two years' or evidence of substantial experience with case management, client assessment and care planning, in particular managing a caseload of clients from goal directed care principles and brokerage model of service delivery.
3. Financial skills to effectively develop and monitor package expenditure for a variety of clients within a framework of consumer directed care and choice supported by program guidelines and quality principles.
4. Current Victorian drivers licence.

Desirable

5. Case Management Society of Australia qualification or accreditation.

Organisation Requirements

6. 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.
7. MARAM Tier 4.
8. 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.
9. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
10. Prior to appointment, credentialing documentation must be completed and verified.
11. 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.
12. 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:	19 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: / /