



Position Description

Position Identification			
Position Title:	Care Advisor – Home Care Packages		
Direct Reports		Indirect Reports:	
HRIS Position Number:	1574	Effective Date:	January 2020
Location:	Merri Ccentral		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement <ul style="list-style-type: none"> SACSE Level 5 		
Organisational Context			
Divisional:	Aged and Primary Care		
Program:	Aged Care	Unit:	Home Care Packages
Organisational Chart	<pre> graph TD A[Manager Aged Care] --> B[Team Leader, Home Care Packages] B --> C[Care Advisor] </pre>		
Position Summary			
<p>The Home Care Packages Program provides older people who want to stay at home with access to a range of ongoing personal services, support services and clinical care that help them with their day-to-day activities. The program is part of the Australian Government’s continuum of care for older people in Australia, providing services between the Commonwealth Home Support Program and residential aged care.</p> <p>Following the principles of Consumer-Directed Care and according to the Commonwealth Department of Health program guidelines, the Care Advisor – Home Care Packages is responsible for the provision of advice, support and care coordination to Home Care Packages recipients (Levels 1 -4). This includes the development of a client directed care plan, based on assessed need and personal goals, and a package of care that promotes wellness and independence.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"> Promote and empower consumer participation and choice through the provision of effective, responsive, goal focused and outcomes based support to Home Care Package recipients. Identify any risks to consumer, contractor or employees on initial assessment and perform required safety checks/screening Effectively manage a caseload of clients, ensuring monthly targets are achieved in regards to contact hours and new business. 		



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	<ul style="list-style-type: none">• Negotiate with clients and support networks/families and service providers to ensure the needs of the client and the program are met and a high quality standard of care is achieved• Work with the client and their informal networks to ensure their individual needs are identified and supported, including communication and cultural needs, personal values, preferences and chosen lifestyle.• Complete individualised budgets with care recipients and ensure transparency of funding allocation• As agreed with the client, engage quality services, providing continuity of service across time and across services for clients within the constraints of the individual budget allocation and program guidelines.• Monitor the effectiveness of care coordination and review as appropriate• Assist consumers to build their capacity to manage their own budget and to identify personal wellness and independence goals• Ensure client files and records, including case notes and audit tools for the purposes of accreditation and accountability are maintained in the appropriate format and in a timely manner• Undertake an advocacy role on behalf of clients where required and remain within the program guidelines• Work collaboratively within a multidisciplinary team to ensure that outcome are achieved in line with client goal directed care plans, and service objectives.• Participate in case conferencing when required to provide holistic, coordinated and integrated services, building effectively relationships with local Regional Assessment Service and Aged Care Assessment Services teams• Participate in professional development activities according to identified personal/service requirements and keep up to date with developments, legislation and regulations relevant to the Home Care Packages service• Undertake other duties as may be reasonably requested that is within the scope and skill consistent within the classification structure• Promote Merri Health Home Care Package Service within communities, referring agencies and relevant providers.• Triage enquiries and referrals and coordinate all intake related tasks, including allocation of new consumers to the Care Advisor team. <p>Other Duties</p> <ul style="list-style-type: none">• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.• Undertake any reasonable additional tasks as directed by Merri Health.• Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations.• Practice complies with professional registration, national code for health care workers and delegated scope of practice.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none">• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none">• Involves sedentary tasks requiring a low level of physical activity and



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	<p>alternation between seated and standing positions</p> <ul style="list-style-type: none"> • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.
Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Appropriate Qualification recognised by the employer compliant with Australian Qualifications Framework (e.g. Diploma of Case Management and/or Community Services /Nursing/ or related field, or Tertiary Qualification in a health related field) • 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 • 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 • Highly developed written and verbal communication skills, interpersonal and organisational skills • Demonstrated ability to work autonomously and as a member of an effective team, including networking capacity with a wide range of service providers and other relevant stakeholders • Demonstrated administrative and computer skills to meet the program requirements
Desirable	<ul style="list-style-type: none"> • Fluency in second language. • Experience working with Department of Health funded Home Care Packages Guidelines and Quality of Care Principles • Experience in marketing and/or community engagement activities to support business growth
Checks, Licences and Registration	<ul style="list-style-type: none"> • National Police check • Right to work in Australia • Statutory Deceleration • Current drivers licence



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	<ul style="list-style-type: none">• Immunisation Category B
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