
Position Description

Home Care Advisor

Employment type: Full time (part time - 4 days a week may be negotiable), contract role to 30 June 2024, with possibility of extension

Reports to: Team Leader – Client Services

Position location: RERC Head Office (Fitzroy)/ Working from home

Direct reports: nil

Role Purpose

Home Care Advisor will plan, coordinate and provide day to day management and administration of Home Care Packages and ensure the activities of the Home Care Packages operate effectively and efficiently to meet the identified needs of elderly people & their carers, with the aim of supporting clients to remain living at home and enable clients to exercise choice in decision making about their own care. Home Care Advisor provides high quality services in accordance with Aged Care Quality Standards, funding and legislative requirements.

Qualifications and Experience

Essential

- Minimum 3-years' experience in Home Care services for elderly people
- Solid experience in complex aged care planning, client assessments, service coordination and casework for in-home services
- Tertiary qualification in nursing, allied health, human services, or other related field, or lesser formal qualifications with substantial experience in working with elderly people or people with disabilities in a home and/or community setting
- Fluent Russian

Desirable

- Understanding of dementia care / respite care
- Experience in working with CALD clients
- Experience in a not-for-profit sector

Checks and Licences

- Current Police check (within 12 month) or willingness to obtain one
- A current full driver's licence and access to a fully insured vehicle
- First Aid Certificate or willingness to obtain one
- Australian Citizenship/ Permanent Residency

Russian Ethnic Representative Council of Victoria

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 6899
Email: chsp@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794

Skills, Attributes and Knowledge

- Strong knowledge of Home Care Packages program and well-developed skills in providing assessment and person-centred case management to complex clients.
- Demonstrated awareness and understanding of issues confronting older people in a home and/or community setting, ability to develop positive and productive relationships with clients.
- Well-developed understanding of Aged Care Quality Standards, along with care planning and assessment framework in a context of in-home aged care.
- Experience in liaising, consulting and negotiating with other service providers, medical, allied health and other professionals to achieve best outcomes for a client.
- Demonstrated experience in client budget planning and monitoring in a context of HCP program.
- Proficient knowledge of the aged care sector and available resources.
- Capable of consistently maintaining professionalism, integrity and confidentiality in all dealings with clients, staff and range of stakeholders.
- Excellent planning and self-organisation skills, enabling rigorous prioritisation of business activities and busy workload, to deliver competing work priorities and meet deadlines.
- Demonstrated ability to support organisational change and staff training activities, commitment to learning and continuous improvement.
- Highly service orientated and resourceful, with ability to develop effective relationship in order to meet service levels and provide excellence in client services.
- An excellent communicator, with adaptive verbal and written skills, and able to influence internal and external stakeholders with confidence, assertiveness, and humility.
- Experience with data collection and analysis, with developed ability to keep accurate, systematic records, case notes and statistics, and prepare reports.
- Well-developed interpersonal skills with an ability to work collaboratively with diverse range of clients, carers, service providers, other key stakeholders, and other teams.
- Strong previous exposure to client databases and care management systems, intermediate to advanced skills in Office 365 (Word, Excel, Teams, PowerPoint).

Key Accountabilities

Service Planning and Assessment

- Initial and ongoing assessment of client needs, preferences and goals, in a manner that is considerate of client diversity dimensions and cultural safety.
- Provide appropriate advice and support to clients, enabling them to navigate the service system and empower them to make choices and decisions that best suit their individual needs.
- Develop, implement, monitor and review on a regular basis a goal directed care plan in partnership with a client and their representative to optimise client's health and wellbeing; prepare and maintain client service agreements.
- Prepare, manage and monitor client budgets, provide monthly statements, maintain records of expenditure and ensure services remain within budget.
- Coordinate services and activities of the Home Care Packages, arrange direct care and engage third party providers where necessary.

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- Make referrals to appropriate services to meet client goals, attend case conferences, provide information and support to clients and carers, collect and respond to their feedback.
- Liaise with referring agencies, Aged Care Assessment Service (ACAS), local health providers and community services.
- Liaise with brokered service providers to ensure services adequately meet client needs.

Care Management and Administration

- Report regularly to the Team Leader – Client Services and provide advice on matters relating to the operation of HCP program.
- Undertake client onboarding and discharge in a manner consistent with guidelines, policies and procedures.
- Provide person-centred case management support to clients, resolve queries and issues.
- Ensure adherence to Aged Care Quality Standards, program guidelines, policies and procedures.
- Identify, monitor and review client risks, report/ escalate/ address as required.
- Ensure that all client incidents, complaints and concerns are reported in a timely manner, escalated as required and resolved promptly and appropriately, contribute to incident and complaint investigations as directed by management.
- Liaise and work together with other Client Services Team members, relevant staff providing direct care to a client, and business support functions (for rostering, client invoicing and service quality assurance).
- Advocate internally and externally to ensure systems and services protect the rights of clients and give greatest client control over decision-making.
- Maintain client records, case notes and reports and update care management system entries on a timely basis to ensure that client data is accurate, relevant, complete and up-to-date.
- Ensure ongoing improvements in care and service delivery for clients via continuous identification of improvement opportunities.
- Assist in preparation of reports to meet the requirements of the funding body and as directed by management and organisational policies and procedures.
- Maintain clients' privacy and confidentiality
- Undertake On Call duties where required.
- Support effective teamwork and collaboration through sharing knowledge and keeping people informed, speaking constructively about issues that affect a client, team or service, and seeking opportunities to work together with other teams on common issues.
- Attend relevant meetings, training activities, seminars, conferences as directed by management, maintain currency of skills and professional knowledge relevant to the role.

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