

## Position Description

# Senior Care Advisor

**Employment type:** Permanent full-time

**Reports to:** Service Delivery Manager

**Position location:** RERC Head Office (Ormond/ Working from home with some travel required)

**Direct reports:** Care Advisors group

### About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is the leading community services and non-for-profit organisation founded in 1984. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background, primarily Russian and other Eastern European backgrounds. Our current programs include the Support at Home (SaH), Commonwealth Home Support Program (CHSP), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

### Role Purpose

The Senior Care Advisor provides leadership, direction, and operational oversight to a team of Care Advisors delivering services under the Support at Home program. The role ensures high-quality, person-centred, safe, and compliant care that aligns with the Aged Care Quality Standards and Support at Home Program guidelines. The Senior Care Advisor is responsible for ensuring that services are delivered efficiently, documentation is accurate, risks are managed proactively, and clients experience high-quality, culturally safe, consumer-directed care.

In addition to leading the team, the role maintains a small individual client portfolio, providing direct case management, care planning, and relevant service coordination for clients with varying levels of complexity.

### Key Accountabilities:

#### Leadership & People Management

- Provide effective day-to-day leadership, supervision, and professional guidance to Care Advisors, foster a culture of accountability, client focus, trust, respect, collaboration and innovation.
- With support from the Senior HR Coordinator and Service Delivery Manager, manage staff onboarding and induction, professional development, PDRs, regular one-on-one supervision, and performance management.
- Identify training, development and coaching opportunities for staff, provide ongoing training to Care Advisors to ensure they operate efficiently and effectively.
- Support staff to adopt new Support at Home and internal processes and implement quality improvement initiatives.
- Run and facilitate team meetings, case discussions, and reflective practice sessions.

## **Operational Management & Clinical Oversight**

- Oversee daily operations of the SaH care management team to ensure timely, high-quality service delivery.
- Review and resolve escalated issues related to care plans, service inclusions, budgets, service agreements according to delegated authority level.
- Ensure Care Advisers deliver services in line with Support at Home program guidelines and Strengthened Aged Care Quality Standards.
- Contribute to delegated aspects of clinical oversight across the entire client cohort, ensure clinical info/ insights are embedded into care planning and decision making.
- Ensure effective functional interface is maintained between Care Advisors and clinical services (including the RERC Registered Nurses) and support the team with respect to all aspects related to clinical care, including Risk & Vulnerability assessments, identifying and addressing clinical risk appropriately, and organising and monitoring clinical supports.
- Ensure client risks are assessed, documented and actively managed by Care Advisors, with a strong focus on high-impact high-prevalence risks. Ensure appropriate risk profiles are assigned by staff to all clients and frequent check-ins are in place for all high risk/vulnerability clients.
- Ensure Care Advisors prepare best practice case notes, maintain all supporting documentation and charge billable care management time where appropriate.
- Oversee new client pipeline including referrals, business and operational risk assessment, client acceptance, onboarding.
- Manage client caseload distribution based on staffing ratios and client complexity, ensure full utilisation of Care Advisors capacity.
- Monitor client budgets, expenditure, and funds utilisation, ensuring accuracy and sustainability and preventing overspending.
- Ensure provider invoices and relevant obligations are managed appropriately.
- Coordinate with Rostering, Service Coordination team, direct services units and associated providers to ensure service continuity across the entire SaH client cohort and seamless service delivery.
- Support growth through proactive engagement with prospective clients and referrers.
- Build strong relationships with clients, families, carers, GPs, associated providers, and community partners.
- Liaise with assessment services, My Aged Care teams, and external providers.
- Represent the Support at Home team in internal and external meetings.

## **Quality, Compliance & Risk Management**

- Ensure all documentation, care plans, case notes and service delivery meet Strengthened Aged Care Quality Standards.
- Conduct regular audits of client files, budgets, risk assessments, and service delivery records.
- Identify risks and issues, resolve and escalate appropriately, and implement mitigation strategies.
- Support continuous improvement initiatives within the Support at Home team.
- Ensure Care Advisors compliance with Support at Home Operational Manual, Aged Care Act, inclusions/ exclusions framework, organisational policies and procedures.
- Report incidents and complaints, undertake preliminary investigations of incidents, complaints, grievances and concerns, ensuring these are addressed in accordance with relevant policy and reported/ documented/ escalated as required.
- Act as escalation point for client issues and complaints.
- Maintain up-to-date knowledge of sector reform, regulatory changes, and best practice.

## **Client Portfolio Management (Individual Caseload)**

- Provide high-quality care management for a small portfolio of SaH clients with varying complexity.
- Undertake assessments, develop care plans, budgets, arrange services, and monitor client outcomes.
- Maintain regular contact with clients and families to ensure services remain aligned with goals and needs.
- Manage client budgets, ensuring services are delivered within financial parameters.
- Support clients with complex needs, safeguarding concerns, or multidisciplinary coordination requirements.
- Maintain accurate client records, service notes, risk assessments, and financial documentation.

## **Other Responsibilities**

- 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.
- Ensure timely, relevant and accurate service data collection, prepare statistics and service reports as required.
- Attend relevant meetings and training activities as directed by management.
- Proactively support the organisation to adapt to change and implement sector reforms.
- Model organisational values in all interactions.
- Contribute to accreditation, audits, and continuous improvement.
- Perform other related duties as assigned or required.

## **Key Performance Indicators**

- All clients have active, goal-aligned care plans, budgets and service agreements accepted by clients.
- All care plans reviewed/ updated at least every 12 months (or sooner if needs change).
- All clients have monthly minimum care management activities completed and documented.
- Timeliness and accuracy of documentation, care plans, and reporting. All client files meet audit compliance requirements.
- 100% compliance with SIRS incident reporting timeframes.
- No unresolved high-risk issues beyond agreed escalation timelines.
- Program targets met (client intake, billable care management hours, service utilisation).
- ≥90% client satisfaction (survey or feedback mechanisms).
- Caseload distribution across Care Partners remains within agreed thresholds.
- Internal to external hours ratio for direct services remains within agreed thresholds.
- All referrals actioned within 2 business days.
- ≥95% clients have no overspending against an agreed quarterly or AT-HM budget.
- Relevant external provider invoices processed and claimed within agreed timeframes.
- Staff engagement indicators.

## **Qualifications & Experience**

### **Essential**

- Qualification in Nursing, Allied Health or other related field coupled with a relevant clinical experience.
- Demonstrated leadership experience in community or aged care settings.
- 3+ years' experience in HCP/ SaH care management.

### **Desirable**

- Knowledge of reforms in the Support at Home Program and broader aged care sector.
- Training in leadership, coaching, or quality improvement methodologies.
- Experience supporting CALD communities or diverse client groups.
- Fluent Russian is highly desirable

## **Skills, Attributes and Knowledge**

- Commitment to person-centred care, consumer choice and cultural safety.
- Strong leadership presence, with well-developed ability to motivate others, manage staff, performance and operational workflows, and support organisational change.
- Strong understanding of the Aged Care Quality Standards and Support at Home program requirements.
- Demonstrated ability to perform client assessments, care and goal-planning, client risk management, client budget management and various case management activities.
- High level of emotional intelligence and resilience.
- Ability to manage competing priorities and work under pressure.
- Solution-focused mindset with a continuous improvement orientation.
- Good financial and business acumen and ability to think logically and analytically.
- Excellent communication, interpersonal, and conflict-resolution skills, with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders.
- High degree of initiative and proven ability to work autonomously.
- Experience with My Aged Care portal and aged care client management systems, previous exposure to Lumary CM or Salesforce.com platform will be an advantage.
- Intermediate computer skills across the range of Microsoft Office suite including Word, Excel, Outlook, and Power Point.
- Current drivers' licence, access to a registered, roadworthy vehicle, and ability to travel between sites.