POSITION DESCRIPTION

AT-HM Program Officer – Support at Home

Employment type: Part time – 3 days per week
Reports to: Senior Service Coordinator
Position location: RERC Head Office (Ormond)/ Working from home

About the organisation

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is a charity and the leading community organisation founded in 1984 to represent interests of Russian speaking people living in Victoria. RERC provides a range of community and home care services to support elders, people with disabilities, and disadvantaged people with CALD background. Our current programs include the Support at Home program (SaH), Commonwealth Home Support Program (CHSP), CALD programs and community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for cultural initiatives and community events.

Role Purpose

The AT-HM Program Officer manages the day-to-day coordination of the Assistive Technology and Home Modifications (AT-HM) scheme under the Support at Home program. The role helps eligible participants access the equipment, assistive technology, home modifications and professional services they need to live safely and independently at home.

The role manages each request from referral to completion. This includes obtaining quotes, organising purchases and installations, checking completed work, preparing claims and maintaining accurate records. The officer works closely with Care Advisors, participants, families, health professionals, suppliers, contractors and internal teams to ensure services are safe, suitable, affordable and delivered in line with program requirements.

The role will also support the Service Coordination team with administrative tasks when required.

Key responsibilities

Program coordination and administration

- Manage daily referrals and requests for assistive technology and home modifications.
- Keep an up-to-date register of participants, approvals, funding, assessments, quotes, purchase orders, installations and claims.
- Prioritise requests based on client safety, urgency, clinical needs and available funding.
- Follow up outstanding assessments, quotes, approvals, product deliveries and home modifications.
- Provide full clarity and keep clients informed on the process, rules, expected timeframes, funding limits and any participant contributions, using up-to-date data and simple language.
- Maintain checklists, templates, procedures and escalation processes.
- Identify delays, escalate as required and recommend improvements to the Senior Service CoOrdinator.
- Create and process AT-HM purchase orders and relevant service delivery records in care management system.
- Be fully aware of the responsibilities and processes of the Service Coordination Team and be prepared to support team operations to backfill absent staff..

Participant eligibility and funding

- Review referrals and check that the required supporting documents are available.
- Confirm with Care Advisor whether transitioned Home Care Package participants need to use applicable unspent Commonwealth funds before accessing AT-HM funding.

- Arrange additional information or assessments when eligibility, funding or clinical needs are unclear.
- Identify cases that may need a support plan review, reassessment or additional funding approval.
- Explain available options and support participants to make informed decisions.
- Arrange interpreters, advocates or authorised representatives where needed.
- For Home Modifications, facilitate a review and execution of HM Service Agreement from participant's side (approved by SDM or CEO from RERC side).
- Escalate urgent needs, safety concerns, funding shortfalls and requests outside the officer's authority.

Assistive Technology and Home Modifications

- Follow current Support at Home rules, AT-HM requirements, legislation and organisational policies.
- Coordinate assistive technology and home modification requests with participants, occupational therapists, qualified health professionals and relevant suppliers or building professionals.
- Arrange required prescriptions, assessments, equipment trials, fittings, demonstrations and training.
- Obtain and compare detailed quotes, considering value for money, specifications, quality, costs, availability, delivery or completion timeframes, warranties and after-sales support.
- Confirm eligibility and ensure all required funding, clinical, building, council and other approvals are obtained before orders are placed or work commences.
- Draft AT-HM budget for Care Advisor consideration and approval
- Coordinate equipment delivery, installation, contractor access and scheduling, and monitor progress against approved plans, budgets and timeframes.
- Ensure variations to approved equipment, works or costs are reviewed and authorised before additional commitments are made.
- Arrange delivery and completion checks, confirm equipment is safe and usable, follow up defects or outstanding work, and obtain proof of delivery, invoices and relevant completion records.
- Coordinate repairs, maintenance, replacements and warranty claims, and follow up with participants and relevant vendors to address issues or unmet needs.
- Maintain accurate records and promptly escalate safety concerns, delays, disputes, defects, funding issues and unexpected costs.
- Maintain productive working relationships with Care Advisors, clinicians, suppliers and contractors.
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Participant safety, rights and clinical requirements

- Respect each participant's dignity, privacy, independence, preferences and right to make decisions.
- Involve participants in decisions about equipment, home modifications, suppliers, appointments and access to their homes.
- Communicate clearly and respectfully, taking into account a cultural background, language, disability and communication needs.
- Obtain appropriate consent before sharing information, arranging home access or starting work.
- Ensure equipment and modifications follow the recommendations of appropriately qualified professionals.
- Identify and report risks involving falls, transfers, mobility, equipment suitability, home safety and installation.
- Follow organisational procedures for complaints, incidents, safeguarding and corrective action.
- Escalate suspected abuse, neglect, exploitation, unsafe work and serious equipment problems.

- Ensure safety, clinical suitability and compliance always take priority over speed or cost savings.

Stakeholder relationships and service improvement

- Build effective working relationships with participants, families, carers, care partners, clinicians, suppliers, contractors and internal teams.
- Provide regular updates on progress, delays, outstanding documents and funding limitations.
- Arrange discussions between Care Advisor and relevant professionals for complex cases.
- Monitor supplier performance, complaints, cancellations, product returns and repeat work.
- Review feedback, audit findings, incidents and performance reports to identify problems and improvements.
- Contribute to continuous improvement requirements and organisational policies.
- Recommend practical ways to improve service delivery, reduce delays and achieve better value for money.

Decision-making authority

The officer can make routine operational decisions within approved policies and budgets. The officer must refer decisions to the Care Advisor when they involve:

- Clinical prescriptions or changes to assessed needs.
- Funding or spending outside the officer's authority.
- Purchases or work that do not have the required approvals.
- Building safety, structural assessments or certification.
- Any client request or product/service quote that does not meet program requirements.

The officer is responsible for coordinating the process, checking documentation, monitoring progress and escalating issues. The Care Advisor maintains overall responsibility of the client, care planning needs and overall budget decisions.

Other Responsibilities

- Identify ways to improve service quality, turnaround times and value for money.
- Back filling of critical positions during staff leave periods in the Service Coordination team.
- 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 and training activities as directed by management, maintain currency of skills and professional knowledge relevant to the role.
- Proactively support the organisation to adapt to change and implement sector reforms.
- Perform other related duties as assigned or required.

Key performance indicators (KPIs)

- Referrals are registered and initial eligibility checks are completed within 2 business days.
- Cases are progresses within agreed timeframes through assessment, quotation and service delivery
- All required prescriptions, assessments and approvals are obtained before purchases are made or work commences.
- Quates are obtained and approved and and value-for-money checks completed, before making purchases.
- Participant files are complete and up-to-date, including approvals, quotes, purchase orders, invoices and evidence of delivery or completion.
- Accurate and timely claims are submitted (via processed purchase orders and service delivery records in care management system), ensuring all required information and supporting documentation are included.

- Purchase orders and relevant invoices are reconciled at all times, discrepancies are investigated and resolved promptly.
- Monitor expenditure against approved funding, identify potential overspending and escalate funding issues promptly - > 95% have no overspending.
- Participant complaints and service concerns are addressed, appropriate resolutions are achieved within agreed timeframes.
- Safety risks are identified and managed, reportable incidents are escalated in accordance with organisational policies and procedures to maintain 100% compliance.
- Scheduled reports and agreed actions are completed on time.
- Never bypass approvals, select unsuitable equipment or compromise participant safety, choice or compliance – 100%.

Qualifications and Experience

Essential

- Demonstrated experience in care coordination or similar roles in aged care or disability sector.
- Sound practical knowledge of the Strengthened Quality Standards and MAC portal/practice.
- Previous exposure to commercial activities, vendors management and procurement
- Willingness to learn the CHSP program and service coordination activities across the entire client lifecycle
- Fluent Russian and English

Desirable

- Stakeholder and process management experience
- Basic understanding of Support at Home/ program and AT-HM service stream
- A qualification or formal training in customer service, business administration, case management or equivalent
- Experience in working with CALD clients

Checks and Licences

- Current Police check (within 12 months) 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
- Unrestricted right to work in Australia

Skills, Attributes and Knowledge

- Solid understanding of the Strengthened Aged Care Quality Standards and person-centred care, Support at Home Program, and AT-HM service stream.
- Understanding of issues faced by older people and ability to develop positive and productive relationships with clients, with strong empathy and cultural competence.
- Skilled in procurement of retail products and services, quotes collection, negotiation and vendor/contractor management, previous exposure to aged care AT products and minor home modification projects will be highly regarded.
- Skilled in using care management or CRM systems, previous exposure to Lumary CM or Salesforce.com platform will be an advantage.
- Capable of consistently maintaining professionalism, integrity and confidentiality in all dealings with clients, staff and range of stakeholders.

- Excellent planning and organisation skills, and ability to prioritise and manage a busy workload to deliver competing work priorities and meet deadlines.
- An excellent communicator, with adaptive verbal and written skills, and able to influence internal and external stakeholders with confidence, assertiveness and humility to negotiate and manage expectations.
- Commitment to learning and continuous improvement, able to support change.
- Developed ability to keep accurate, systematic records, case notes and documentation.
- Intermediate skills in Office 365 (Word, Excel, Teams, PowerPoint).