

POSITION DESCRIPTION

HOME CARE SPECIALIST

DIVISION or PROGRAM:	Home Care	AWARD AND LEVEL (if applicable):	SCHADS Level 4
DATE OF APPROVAL:	June 2019	APPROVED BY (Position Title):	General Manager, Home Care

PURPOSE OF THE POSITION

The Home Care Specialist is responsible for working with the people we support and their families and carers in the community to co-ordinate services and supports and provides assistance with managing client needs. A role predominately remote/on the road, this role will work closely with the Support Advisors to provide a seamless service to clients.

This role will have a focus on the promotion, community engagement and the delivery of customer centric care in the community and on relationship management. This role is agile, and will adapt to changing internal and external needs over time.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Engage with clients referred through My Aged Care and CCareline, face to face to determine client support requirements and provide an optimal pathway for client enrollment and service delivery, secure service agreement and facilitate on-board processes
- Provide expert advice to enquirers and current clients through home visits, assessments and external referrals where CatholicCare is unable to meet the client need
- Build relationships and engage potential and existing clients by providing exceptional client responsiveness and the management of the client enrollment process
- Enter client information into the enquiry data base of CareLink + system and other systems as required
- Carry out client reviews in a timely manner, both planned and when there is a change of circumstance to ensure ongoing high level of service provision.
- Seek client/carer/advocate feedback on client well-being and satisfaction with services when completing client reviews
- Assist and support clients to navigate the community support available and make decisions to meet their needs. Including assistance with navigation of RAS, My Aged Care (MAC) and ACAT
- Establish client care plan, budget and recommendations for external service provisions, ensuring efficient package utilisation. Identify alternative sources to meet client needs if not available under the program / package of the client
- Determine clients' support requirements, draft schedule and identify staff attributes required (i.e. language specific needs) and work with the Support Advisors /Scheduling team to establish services
- Identify clinical support requirements for clients through direct observation and engagement of the relevant health professionals in the assessment process
- Ensure ongoing clinical and therapeutic supports are made available as part of clients ongoing service schedule where relevant
- Attend Aged Care forums to keep abreast of changes in the Aged Care Industry and best practice.
- Attend Aged Care expos and other promotional opportunities to promote CatholicCare service offerings

- Conduct presentations at engagement events (including Seniors Ministry and parish talks) to increase community awareness and market the services provided by Home Care and CatholicCare
- Promote CatholicCare services through interactions with internal and external stakeholders including allocated parish communities and other service providers
- Work within allocation of scheduled appointments to ensure client experience of the enrollment and review process is professional and timely. Seek and collate client feedback to enhance the quality of CatholicCare services
- Follow safe work practices and take reasonable care of own and others health, safety and wellness
- Other duties as directed from time to time.

KEY COMMUNICATIONS

This role provides timely information and delivers quality service to clients, to do this the role also works closely with the broader Home Care team, including the Management team, Support Advisors, Allied Health, Scheduling and Community Support Workers.

KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE (Selection Criteria)

1.	Ability to undertake the duties of the role in accordance with CatholicCare's Mission, Vision and Values
2.	Relevant tertiary qualifications and / or significant relevant experience and a comprehensive knowledge of Aged Care Industry Regulations and standards along with community support services available for clients, including knowledge of available services outside the scope of the Aged Care programs e.g. mental health organisations, CRCC etc.
3.	Strong customer service skills and an ability to negotiate with internal and external stakeholders to enhance the quality and level of service to clients
4.	Demonstrated success in sales conversion skills, excellence in communication skills both verbal, written
5.	Competence in computer skills and demonstrated experience working with database systems and remote technology
6.	Highly organised with ability to plan and manage a varied workload in a fast paced environment
7.	Ability to work as part of a team, engage with people from various community settings, socio-economic and cultural backgrounds to meet required organisational and client outcomes
8.	Ability to change own model of practice to align with the reformed aged care sector, including Clinical wellness with a focus on having clients identify and work towards achieving outcomes
9.	Experience responding to issues identified by clients in a resource efficient and timely manner and using problem solving skills to find a resolution
10.	Capacity to manage high caseloads, client accounts and compliance
11.	Ability to work remotely, following safe work practices, taking reasonable care of own and others' health, safety and wellness
12.	Current Driver's Licence and access to a registered vehicle

Desirable knowledge, skills, qualifications and experience:

1.	Qualifications in an Allied Health specialty, Social Work or as a Registered Nurse, including registration / membership to appropriate professional body
2.	Fluency in a second language
3.	Experience in marketing and/or digital communication
4.	Presentation skills and experience in presenting information to audiences

* CatholicCare reserves the right to vary this position description in response to its changing needs.