

POSITION DESCRIPTION

HOME CARE CONSULTANT (Intake)

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

PURPOSE OF THE POSITION

The Home Care Consultant works directly with Seniors who are making enquiries about accessing home care and other seniors services that CatholicCare provides, guiding them to engage with our services. The Home Care Consultant works closely with the broader Home Care team to ensure enquiries are followed through to meet the relevant service requirements of the Senior.

This role has a high level focus on client satisfaction with a key objective being to achieve conversion from initial enquiry to the establishment of service delivery. The role provides expert advice to enquirers and is equipped to provide home visits, assessments, external referrals, where necessary, and a high level capacity to work alongside clients to find solutions to the barriers they may face in their daily lives.

KEY ACCOUNTABILITIES

- Perform the duties of the role in accordance with CatholicCare's Mission, Vision and Guiding Principles
- Provide essential frontline service to ensure the success of CatholicCare's range of Aged Care programs as these move into competitive marketplaces
- Manage enquiries and accept new referrals through the MAC portal and via CCareline and the Liverpool office for all potential Aged Care clients
- Be the first point of contact for Seniors enquiries and work with the potential client through their client journey to establish their needs through an initial phone assessment and to secure a home visit and / or assessment where it is appropriate
- Create new enquiries in Carelink+ for all MAC enquiries
- Monitor movements (such as on boarding, transitioning between programs and exits) and close enquires
- Monitor and share MAC information updates
- Manage large volumes of inbound and outbound calls /digital communications in a timely and highly professional client-focused manner
- Build relationships and engage potential and existing clients by providing exceptional client responsiveness and initial case management services
- Ensure Carelink+ client information is kept up to date throughout the intake and internal referral process
- Provide data analysis and Carelink+ reports related to intake and the intake process
- Create new folders – HCP, FFS and CHSP
- Seek and collate client feedback to enhance the quality of CatholicCare services, conducting client follow up within a timely manner, enter all feedback into Guardian

- Take part in Seniors Ministry and other relevant events to provide assistance and maximize the generation of enquiries
- Carry out initial call backs for Seniors Ministry and other relevant events
- Work in partnership and consultation with Program staff across CatholicCare (but particularly the Home Care division), external stakeholders and Client Management Information System (CMIS) Implementation Group to continuously improve service delivery across the organisation
- Maintain extensive knowledge about aged care services and the broader market/sector trends and services (e.g., NDIS, Aged Care, family and community services, etc.)
- Other duties as directed from time to time

KEY COMMUNICATIONS

The key relationship for this role is with clients and potential clients, ensuring a high level of customer service is delivered at all times. This role works closely with Home Care Management team and broader Home Care team to receive guidance and provide expert advice, data analysis and for the scheduling of assessments. The role also works closely with the CCareline team to exchange information about enquiries and potential clients as well as other internal and external stakeholders such as Reception and Government agencies.

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.	Consultative selling skills that are in line with CatholicCare's values
3.	Excellent and demonstrated client service skills and case management focus
4.	High level of attention to detail and organisational skills
5.	Strong IT skills, including data entry, database experience and ability to learn new systems
6.	Strong verbal and digital communication skills along with active listening
7.	Strong knowledge of current Ageing sector and adequate understanding of NDIS and/or Child and Family services
8.	Ability to engage and adapt to different personality types
9.	Strong problem solving skills
10.	Drivers Licence and access to a Registered Vehicle

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