

POSITION DESCRIPTION

SENIOR HOME CARE SPECIALIST

DIVISION or PROGRAM:	Home Care	AWARD AND LEVEL (if applicable):	SCHADS Level 5
DATE OF APPROVAL:	September 2019	APPROVED BY (Position Title):	GM, Home Care

PURPOSE OF THE POSITION

This role 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. As a senior position in the team, this role has additional responsibility for supporting the Executive Manager by overseeing and supporting the Home Care Specialist team.

A role predominately remote/on the road, this role will work closely with Senior Care Manager and Care Manager team 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 and contribute to CatholicCare's Mission, Vision, Values, Guiding Principles and its Code of Conduct and Ethics
- Provide support, guidance and supervision for Home Care Specialists (HCS) as required and participate in Performance Reviews for HCS team
- Oversee schedules allocated to Home Care Specialists to ensure scheduled Home Visits meet client/carer availability – which may require coverage from 8am to 6pm Monday to Friday
- Negotiate resolution in scheduling clashes/ concerns raised by Home Care Specialists and liaise with Senior Care Manager to resolve where necessary
- Facilitate team engagement and development meetings for the HCS team and in conjunction with Senior Care Manager for combined HCS/CM meetings
- Monitor Training Matrix for HCS team and co-ordinate required training, assist with training of the HCS team on use of devices, systems and processes
- Complete end of month reports outlining achievements against KPI targets and as requested by Executive Manager
- Monitor and meet compliance requirements of Aged Care Industry Regulations and standards
- 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 Care Link + 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 and to enhance the quality of CatholicCare services
- Register all complaints, compliments and general feedback as per policy. Register all Continuous improvement actions in CI Register
- 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 Care Manager /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
- Work with the Senior CM to manage client package funds capacity and management of unspent funds
- 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
- Facilitate client matching with volunteer services in the field
- Facilitate with Community Engagement rostering of presentations at engagement events (including Seniors Ministry and parish talks) to increase community awareness and market the services provided by Home Care and CatholicCare. This may involve weekend commitments to be rostered across the team
- Promote CatholicCare services through interactions with internal and external stakeholders including allocated parish communities and other service providers
- Work with SCM to resolve client complaints and provide a report to management, this may include conducting or scheduling a home visit with the HCS
- Facilitate the initial support required to register client incidents and hazard reports, follow up on investigation of incidents and report to Management for closing Guardian
- Set up and manage operation external relations such as Partnerships with Maronite, Aged care Facilities (CVS), RAS / ACAT
- Work within allocation of scheduled appointments to ensure client experience of the enrollment and review process is professional and timely
- Support Care Manager role by carrying out in-office duties as required
- 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, Care Managers, Allied Health and Community Support Workers, along with other key stakeholders including Scheduling and Community Engagement.

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.	Experience in and the ability to lead, motivate, manage and influence a team to deliver best practice customer service and aged care services and gain support for new ideas, proposals, projects and solutions
4.	Relationship management skills and an ability to negotiate with internal and external stakeholders to enhance the quality and level of service to clients
5.	Demonstrated success in sales conversion skills, excellence in communication skills both verbal, written
6.	Strong computer skills and demonstrated experience working with database systems, data analysis and data reporting
7.	Highly organised with ability and capacity to plan and manage a varied workload in a fast paced environment, including experience in resource management across a team
8.	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
9.	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
10.	Experience responding to issues identified by clients in a resource efficient and timely manner and using problem solving skills to find a resolution
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.