**[Care Partner, Support at Home Program]**

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| **ABOUT SPECTRUM** |
| Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers. ***Our Vision*** A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all. ***Our Mission*** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.***Our Purpose*** For everyone to ‘feel at home’***Our Values*** ***Belonging***: being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)***Respect***: treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others***Connection***: working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships ***Excellence***: seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work. |
| **Position Context** |
| The Care Partner is accountable for the comprehensive assessment of client needs, care planning, service coordination, and the ongoing support and monitoring of the client’s care package. This role also involves overseeing the quality-of-service delivery for Spectrum’s Support at Home clients.The Care Partner holds direct responsibility for managing an assigned caseload and will be actively engaged in all aspects of care planning, service coordination, monitoring, review, and evaluation of services. Additionally, the role includes documentation, risk assessments, clinical governance, and quality improvement initiatives. The Care Partner will also oversee client budgets, ensuring services are delivered within the financial constraints and in alignment with the client's needs, preferences, and rights, particularly with respect to choices, dignity, privacy, and respect. |

| **Position Information** |
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| **Location** | Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine  |
| **Award** | [Social, Community, Home Care and Disability Services Award](https://library.fairwork.gov.au/award/?krn=MA000100)  |
| **Classification** | Level 4 |
| **Employment Period** | Fixed Term – 12 months |
| **Hours of Employment** | Full Time, 38 hours per week |

| **Key Responsibilities** |
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| **Care Management Responsibilities**  | **Care Planning**• Identifying and assessing participant needs, goals, preferences and existing supports and ongoing needs• Developing and reviewing care plans, to support clients identified goals•Ensure current agreements **Service Coordination:**• Communication and coordination with workers involved in the delivery of services, and with the participant and their family or informal carers. • Budget management and/or oversight. • Facilitating transitions in care. |
| **Care Management Responsibilities** | **Monitoring, review and evaluation:*** Engaging in ongoing care discussions.
* Promptly capturing, recording and reporting Care management activities in the CMS and ensuring recording of accurate data, activity types, duration to reflect the time in motion activities.
* Managing a prescribed client’s caseloads including assessment and care planning and service coordination, to remain within budgetary constraints.
* Ensuring regular review of client’s funds, services and spending.
* Case conference and wellbeing checks (minimum monthly)
* Monitoring and responding to changing needs and emerging risks.
* Annual review of care plan, evaluating goals, service quality and outcomes (Minimum annually and episodic if needs and changed in health/ deterioration arise.
* Ensuring a proactive approach with client and carer’s communications via care partnership and home visits in addressing change in health, deterioration and increasing needs.

**Support and Education:*** Supporting participants to make informed decisions.
* Supporting and integrating rabblement approaches.
* Provide advice, information and resources to support independence.
* Provide health advice and promotion based on best practice/widely available health information. System navigation and linkage.
* Problem solving issues and risks.
* Ensuring participant views, rights and concerns are heard and escalated.
* Assisting the participant with providing complaints and feedback
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| **Service Delivery** | * Conducting Support at home assessments and reviews with clients and their families / representatives in accordance with the Support at home guidelines.
* **Financial Management:** Assist clients in managing their care budgets, ensuring accurate documentation of services for correct allocation and budgeting.
* Undertake home visits, Develop, implement, coordinate and evaluate goal directed care plans
* Actively seeking new clients to expand Spectrum’s client base and support business growth.
* Maintaining high quality assessment and care planning documentation.
* Fostering respectful relationships with clients to fully understand their needs and ensure that services are reflective of person-centred practice and the Aged Care Quality Standards.
* Providing comprehensive case management, ensuring the regular wellbeing of our clients through case work, advocacy and planning.
* Working collaboratively with other team members, community organisations, allied health providers and service agencies to ensure the best outcome for the client and their care; and
* Managing client feedback and complaints regarding service delivery in line with internal policies and ACQS requirements, undertaking remedy actions to address issues.
* **Service Optimization:** Assess and identify client needs, coordinating with internal and external service providers to deliver appropriate services and products, including assistive technology, within budget constraints.
* **Relationship Management:** Foster and maintain positive relationships with teams, health professionals, clients, their families, and other stakeholders to enhance the profile of Spectrum Aged care services.
* Effective communications to potential and current clients about the scope and service provisions as part of the Support at home program.
* Monitor the My Aged Care Service Provider Portal to accept clients and receive referrals
* Maintaining accurate electronic records associated to Client Management System
* Manage complex and challenging situations in partnership with client and their representative
* Undertake administrative support such as invoice processing, payment requisitions requests and supporting the finance team
* Perform any additional tasks, responsibilities, or projects as reasonably directed by the Manager or Team Leader, in line with the needs and priorities of the organisation
* Undertake Accountability & quality assurance activities and ability to monitor and assess potential OHS risks/hazards
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| **Quality improvement & compliance** | * Attend to quality assurance, clinical risk and ensure clinical governance, quality of care and health and safety matters are addressed as a priority
* Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.
* Regularly review processes and facilities to find opportunities for continuous improvement and take actions as required to implement the agreed changes.
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| **Key Selection Criteria** |
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| **Qualifications** | * Diploma in Nursing, Diploma in Case Management, Certificate III or IV in Aged Care, Individual Support, or a related field (or equivalent experience).
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| **Skills & Experience** | * Substantial experience working in Home and Community services/ Aged Care services
* **Self-management**: plans and prioritises work so that outcomes are achieved; takes time to think things through before reacting; Ability to work autonomously and identifies opportunities for continuous development.
* **​​problem solving** seeks all relevant information for problem solving; ability to look at a complex system and can identify their interconnectedness and interdependencies; works with stakeholders; analyses an issue from different perspectives and from the information available; identifies and implements workable solutions to problems; evaluates effectiveness and adjusts actions as required.
* **Planning and organisation** set clearly defined objectives; priorities, operates reviews and adjusts plans as required; identifies processes, tasks and resources required to achieve a goal; establishes processes and procedures to guide work and track progress; recognises actual and potential barriers and finds ways to deal with them.
* **Communication:** Strong interpersonal communication skills; prepares letters, emails and reports using clear, concise, and grammatically correct language; edits written communications to make sure that they contain the information necessary to achieve their purpose and meet audience needs; ensures appropriate style and formats are used.
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| **Personal Qualities & Behaviours** | * **Client focus:** listens, actively seeks to meet client needs, seeks ways to improve services, and committed to delivering high quality outcomes for clients.
* **Adaptable:** flexible and adaptable to change and accepts and integrates new information.
* **Emotionally regulated:** regulates emotions in the face of distressing and alarming circumstances, to ensure the best outcomes are achieved for clients.
* **Team oriented:** works well independently but also with others in pursuit of team goals, collaborates and shares information, shows consideration, concern and respect for other feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
* **Developing others** actively seeks to improve others’ skills and talents by providing constructive feedback, coaching, and training opportunities; appropriately delegates responsibilities to further the development of others.
* **Engagement focus:** takes concrete steps to add value for the stakeholder; links people with other areas (as appropriate), monitors client and stakeholder satisfaction; constructively deals with stakeholder issues.]
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| **Mandatory Compliance Documents Required for this position** | * Clear ‘Police Check’, within the last twelve months
* Current Working with Children Check card
* [Motor Vehicle Drivers Licence (valid in Victoria)
* Must satisfy all visa requirements for working in Australia.
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| **Key Relationships** |
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| **Department** | Aged Care Services- Home Care Packages/ Support at Home Program |
| **Reports to** | Coordinator- Support at Home Program |
| **External** | N/A |

| **Key System and Equipment Usage** |
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| * Microsoft Windows Office Suite
* My Aged Care Portal
* Gold Care
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| **Additional Information** |
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| **Work Health & Safety** | All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety. Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively. |
| **Australian Work Rights** | All employees must be permanent residents of Australia or hold a current, valid visa. |
| **National Criminal History Check** | All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.  |
| **International Criminal History Check** | All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.  |
| **MARAM responsibility level** | [Foundational knowledge/ identification and screening/ intermediate /comprehensive] [summary of MARAM responsibilities by role .docx](https://spectrummrc.sharepoint.com/%3Aw%3A/r/Forms%20and%20Templates/Organisational/Family%20Violence%20and%20Child%20Safety/MARAM%20resources/summary%20of%20MARAM%20responsibilities%20by%20role%20.docx?d=wd5f542cd8b294f6284f60cc9b0a95a59&csf=1&web=1&e=S1FgOU) |
| **Working with Children Check** | All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment. |
| **NDIS Worker Screening Check** | All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment. |
| **Policies & Procedures** | All employees must abide by the organisation’s Policies & Procedures. |
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| **Other Relevant Information** |
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| This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in discussion with the role holder. |