

POSITION DESCRIPTION

[Care Partner- Client Intake & Assessment, Support at Home Program 2025]

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 - Client Intake and Assessment** role is key in helping clients smoothly access home care services. This includes conducting home visits, performing intake assessments, and supporting aged care assessments. The role may also involve managing a 30% caseload of work time to provide care management support when intake referrals are low. Responsibilities include conducting Occupational Health and Safety (OHS) screenings, guiding clients through available services, and assisting with referrals and service matching. Additionally, the role promotes Spectrum In-Home Aged Care Services, supports the Home Care Package program, and the ongoing transition to the Support At Home program. 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

| | |
|----------------------------|--|
| Location | Spectrum Dallas Office - Level 5, 61 Riggall Street, Dallas, 3047 |
| Award | Social, Community, Home Care and Disability Services Award |
| Classification | Level 4.1 |
| Employment Period | Fixed Term – 12 months |
| Hours of Employment | Full time, 38 hours per week |

KEY RESPONSIBILITIES

Care Partner- Client Intake and Assessment (70%)

Key Responsibilities:

Initial Intake Assessment:

- Perform detailed initial intake assessments through home visits to gather client information, determine care requirements, support plan, service requirements and ensure accurate documentation for service provision.
- Identify and record any immediate needs, including medical, emotional, wellness and reablement and realistic considerations for care planning.
- Ensure comprehensive data collection regarding client health, needs, living arrangements, safety requirements and any specific needs. =

Aged Care Assessment:

- Facilitate or participate in aged care assessments as per government and organizational guidelines to determine eligibility for support services.
- Ensure all documentation and assessment results follow current policies, process, program guidelines and Aged Care Quality and Safety Standards.

Occupational Health and Safety (OHS) Screening:

- Conduct OHS screening as part of the intake process to ensure client safety and suitability for the home care program.
- Document any identified hazards and collaborate with relevant teams to mitigate risks.

Care Navigator:

- Act as a care navigator, guiding clients and families through available aged care services and ensuring they understand and can access the support they need.
- Collaborate with multidisciplinary teams Both internal and external to the organisation to design and implement personalized care plans.

Service Navigator (Home Care Packages and Support at Home Program):

- Source new client referrals from various channels and match them with the appropriate services, including the Home Care Package and the Support at Home Program.
- Promote and support the growth of Spectrum's In-Home Aged Care Services by providing accurate information to clients and stakeholders.
- Assist clients in navigating and understanding the Home Care Package process, ensuring they receive appropriate services and support in addressing needs and supporting independence and remaining safe at home.

Client Referral Management:

- Proactively manage client referrals, ensuring timely follow-up and seamless transition to care services.

KEY RESPONSIBILITIES

| | |
|---|--|
| | <ul style="list-style-type: none"> • Maintain strong relationships with referral sources to enhance the intake and service delivery process. <p>Promotion and Community Outreach:</p> <ul style="list-style-type: none"> • Actively promote Spectrum’s Home Care Packages program and Support at Home Program to the community and potential clients. • Ensure the program’s features, benefits, and eligibility criteria are clearly communicated to clients, families, and referral partners. <p>Collaboration with Internal Teams:</p> <ul style="list-style-type: none"> • Work closely with internal teams to ensure service delivery aligns with client needs and organizational standards. • Communicate client information effectively across teams while maintaining confidentiality and complying with privacy regulations. <p>Documentation and Reporting:</p> <ul style="list-style-type: none"> • Ensure all client documentation, including assessments, care plans, and referral forms, is accurately completed and stored in compliance with organizational and regulatory standards. • Provide regular updates and reports to management on client intake, assessment processes, and service outcomes. |
| Care Management Responsibilities (30%) | <p>Care Planning</p> <ul style="list-style-type: none"> • 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 <p>Service Coordination:</p> <ul style="list-style-type: none"> • 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. <p>Monitoring, review and evaluation:</p> <ul style="list-style-type: none"> • Engaging in ongoing care discussions. • Case conferencing. • Monitoring and responding to changing needs and emerging risks. • Evaluating goals, service quality and outcomes. <p>Support and Education:</p> <ul style="list-style-type: none"> • 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 |

| KEY RESPONSIBILITIES | |
|----------------------------------|---|
| Service Delivery | <ul style="list-style-type: none"> • Monitor the My Aged Care Service Provider Portal to accept clients and receive referrals • Managing a prescribed client's caseloads including assessment and care planning and service coordination, to remain within budgetary constraints. • 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 • 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. • Financial Management: Assist clients in managing their care budgets, ensuring accurate documentation of services for correct allocation and budgeting. |
| Quality improvement & compliance | <ul style="list-style-type: none"> • 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. |

| KEY SELECTION CRITERIA | |
|---------------------------------|---|
| Qualifications | <ul style="list-style-type: none"> • Diploma in Nursing, Diploma in Case Management, Certificate III or IV in Aged Care, Individual Support, or a related field (or equivalent experience). |
| Skills & Experience | <ul style="list-style-type: none"> • Strong understanding of aged care assessment processes, including Home Care Packages and Support at Home Programs. • Knowledge of Occupational Health and Safety (OHS) principles related to home care settings. • Excellent communication skills with the ability to engage and liaise with clients, families, and service providers. • Ability to work independently and as part of a team, demonstrating initiative and problem-solving skills. • Compassionate, client-focused approach to care, with a commitment to enhancing the quality of life for older individuals. |
| Personal Qualities & Behaviours | <ul style="list-style-type: none"> • 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 |

KEY SELECTION CRITERIA

| | |
|--|---|
| | <p>feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.</p> <ul style="list-style-type: none">• 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.] |
| Mandatory Compliance Documents Required for this position | <ul style="list-style-type: none">• Motor Vehicle Drivers Licence (valid in Victoria) |

KEY RELATIONSHIPS

| | |
|-------------------|---|
| Department | Aged Care Services |
| Reports to | Team Leaders, Individual Services Aged Care |

KEY SYSTEM AND EQUIPMENT USAGE

| |
|--|
| <ul style="list-style-type: none">• Microsoft Windows Office Suite• My Aged Care Portal• Gold Care |
|--|

ADDITIONAL INFORMATION

| | |
|--|---|
| Work Health & Safety | <p>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.</p> <p>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.</p> |
| 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. |
| COVID-19 Mandatory Vaccination | To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt. |
| COVID-19 Mandatory Vaccination Status | A |

ADDITIONAL INFORMATION

| | |
|------------------------------------|---|
| | https://spectrummrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw84O7Ej5AB1AWQI-vPFA2T_UkJ_90IUg?e=r64Arg&isSPOFile=1 |
| MARAM responsibility level | Foundational knowledge summary of MARAM responsibilities by role .docx |
| 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. |

OTHER RELEVANT INFORMATION

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.