



POSITION DESCRIPTION

POSITION DETAILS	
PD Number	PD003CS
POSITION TITLE:	Care Advisor
REPORTS TO:	Team Leader – Help at Home
DIRECT REPORTS:	None
AWARD/GRADE/LEVEL:	SCHADS Level 4
HOURS / TERM:	As per contract
BUSINESS UNIT/LOCATION	Illawarra/ Shoalhaven or ACT/ Queanbeyan
ROLE PURPOSE	<p>The Care Advisor will work in partnership with consumers in receipt of a government funded aged care supports (including CHSP and HCP) to coordinate high quality care and support services through internal and external providers in order to achieve the best outcomes for the consumer's quality of life.</p> <p>They are responsible for their own safety and quality of their own professional practice, consistent with MCCI's policies and procedures, Home Care Package Guidelines and Aged Care Quality Standards.</p>

Position Description Care Advisor (All regions)	Document Number: PD003CS	Version June 2024
---	--------------------------	-------------------

POSITION TASKS AND RESPONSIBILITIES

The employee's responsibilities include but are not limited to:

Sustainability

- Monitor client budgets and HCP expenditure, ensuring services are provided within funding levels of each HCP.
- Work with the Finance Team to ensure accurate and timely financial administration and reporting to Medicare.

Community Reach

- Provide efficient, high level customer service and helpful first point of contact for actual and potential clients and referrers.
- Engage with consumers, carers, communities, and service providers to improve access to home care services for culturally diverse community members.
- Work effectively with other Care Services Team members to ensure effective internal referrals from CHSP to HCP.
- Work with the Marketing & Communications Team on marketing campaigns for Home Care Packages.

Consumer Satisfaction and Impact

- Assist and enable clients to understand their aged care approvals, budgets, agreements, care needs and support plans.
- Develop, monitor, and maintain care plans to meet the clinical goals and care needs of clients.
- Ensure services are delivered in accordance with consumer support plans and provide sufficient detail and guidance for staff to provide a comprehensive care service.
- Maintain and manage staff rosters and sub-contractors for the provision of Home Care Package services in consultation with team leader and Regional Care Manager.
- Work with other medical and allied health professionals involved in the client's care to ensure effective communication and holistic service delivery.
- Handle feedback, complaints and incident reports related to home care services in conjunction with the leadership team and in line with MCCI policy.
- Conduct regular home visits to clients
- Organise goods, equipment and assistive technology in line with clients' needs

People and Culture

- Participate in related conferences, community forums / information sessions, tutorials, seminars as required.
- Contribute to a cohesive team environment and attend team meetings and relevant events as required.
- Work in collaboration with support workers to meet the needs of clients
- Provide on-call support to support workers and clients on weekends and public holiday roster.
- Obtain and manage feedback from clients in relation to subcontractors

Service Delivery and Quality

- Assist in MCCI participation and completion of quality reviews and accreditations.
- Identify and implement system improvements.
- Manage and maintain client records through AlayaCare
- Perform any other required duties as instructed.
- Work collaboratively with the scheduling team, staff and contractors to meet client needs.

Requirements	
Values and Behaviours	<ul style="list-style-type: none"> • Diversity – We believe in and celebrate an inclusive and culturally diverse society • Respect – We value the contributions of all people and uphold the dignity of others • Integrity – We always act in an open, honest, ethical and courageous way • Empowerment – We advocate and actively support others to realise their aspirations and goals • Collaboration – We work cooperatively with others who share our vision, values and purpose • Hope – We are inspired by the potential that change can bring to our community
Underlying characteristics	<ul style="list-style-type: none"> • Excellent written and verbal communication skills and the ability to relate to and gain buy-in, cooperation and support from a broad range of stakeholders. • Excellent time management and the ability to handle multiple tasks simultaneously. • Desire to achieve excellent results, a thirst for knowledge and constantly seeking ways to improve. • Demonstrates attention to detail, accuracy and thoroughness in work produced. • Self-directed and autonomous, requiring minimal supervision.
Experience Requirements	<ul style="list-style-type: none"> • Previous experience an allied health, aged care or community aged care environment. • Experience in assessment, case management and consumer directed care principles for home care package service delivery, including managing client budgets. • Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds. • Experience working with client management systems, including data management and reporting. • Demonstrated high level interpersonal, teamwork, oral and written communication skills. • Knowledge of My Aged Care, Home Care Packages, Commonwealth and State funding
Qualification Requirements	<ul style="list-style-type: none"> • Tertiary qualifications (minimum Certificate 4) in Aged Care, Disability Services, Social Work, Nursing, Allied Health or other discipline relevant to the role. • Current Provide First Aid Certificate.
Licence/s & Checks	<ul style="list-style-type: none"> • Unrestricted motor vehicle licence e.g. Class C. • Own motor vehicle, comprehensive car insurance and registration (essential). • Criminal History Check to work in aged care. • Current working with Vulnerable People Card (ACT workers) • Eligibility to work in Australia. • Vaccinations as per MCCI policy.

Employee Print Name: _____

Employee's Signature: _____ Date: _____

Position Description Care Advisor	Document Number: PD003CS	Version June 2024
-----------------------------------	--------------------------	-------------------