

Position Description	CHSP Care Partner
Social Community Home Care and Disability Award 2010 Classification	Social and Community Employee Level 3
Reporting to	Aged Care Senior Manager

THE SCOPE AND PURPOSE OF THE POSITION:

Provide an important client facing and referral role conducting assessments and completing support plans to register new CHSP clients in a timely manner and in consultation with the Scheduling Officer and Services Team.

This position also helps achieve funding targets for client numbers and hours of service by identifying which days and times have the most availability to commence new clients and ensure clients requiring multiple supports receive priority.

KEY RESPONSIBILITIES:

1. Conduct client service referral intake process, onsite assessments, re-assessments and reviews of clients' needs for care services in a timely manner helping to build client numbers.
2. Develop Support Plans from onsite assessments and where possible help match up client preferences with availability on the roster to ensure timely commencement in accordance with CareWays policy and procedures that incorporates the Client Centred and Enablement Approach.
3. Manage time appropriately between CHS packages (and Support at Home as required) and re-assessments tailoring approach to best outcomes and new commencements.
4. Help promote CareWays In-Home Aged Care to prospective new clients.
5. Promote the full range of support services and equipment and aids provided by CareWays to clients including personal care, domestic assistance, and social support. Helping clients to maximise the benefits of their In-Home Care from CareWays as outlined within an agreed Support Plan which enables the clients to maintain their desired standards of personal care, hygiene and independence within their own home in accordance with the organisational protocols and procedures and National Standard Guidelines.
6. Help ensure client commencement in a timely manner based on service availability working in closely with the Scheduling Officer and the Services Team.
7. Liaise with Rostering team to identify suitable times to offer to clients prior to conducting home visit.
8. Maintain accurate, factual records including monitoring and reporting the client's (changing) needs according to service protocols and procedures for re-assessments.
9. Comply with CareWays Work Health and Safety (WH&S) policies and procedures with respect to any action taken by CareWays to comply with its requirements under WH&S legislations.
10. Attend meetings and training as required.
11. All other duties as directed.



SELECTION CRITERIA

Essential

- Certificate III or IV in Home and Community Care and/or Disability or equivalent qualification or 5 years relevant experience
- One year experience in a similar position
- Current Driver's License

Skill Requirements

- Accurate and high level of administrative skills with an Intermediate level of computer proficiency, including use of Microsoft Office Suites and with excellent data entry skills
- High level of attention to detail and excellent written and verbal communication skills
- Initiative, including the ability to prioritise tasks and make decisions
- Demonstrated high level of time management skills and ability to maintain confidentiality and privacy
- Ability to undertake where necessary care related tasks
- Ability to use Client Management/ Data Management systems
- Ability to communicate in a warm, respectful, friendly manner, effectively and empathically
- Strong organisational focus to meet best client outcomes.

Experience Requirements

- Assessment experience
- Experience within care services framework
- Ability to work independently or as part of a team
- Ability to balance competing pressures and achieve Key Performance Indicators
- Excellent immediate rapport with clients to achieve best outcomes

Knowledge Requirements

- Work Health and Safety
- Understanding of empathy and how this is implemented within service provision
- Understanding of relevant National Standards to service provision.
- Commitment to Social Justice Principles

Equipment / Other Requirements

- A reliable vehicle
- Smart Phone

EXPECTATIONS

- To display informed affinity with the vision, values and mission of CareWays Community.
- Help achieve CareWays Strategic Plan and In-Home Aged Care Business Plan.

Additional Information

CareWays has a smoke free environment policy for all property and motor vehicles.

Name: Signed by Employee:	Name: Signed by Supervisor:
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