



## POSITION DESCRIPTION

POSITION DETAILS			
<b>PD Number</b>	PD0053		
<b>POSITION TITLE:</b>	Care Advisor		
<b>REPORTS TO:</b>	Regional Care Manager		
<b>DIRECT REPORTS:</b>	None		
<b>AWARD/GRADE/LEVEL:</b>	SCHADS Level 4		
<b>HOURS / TERM:</b>	As per contract		
<b>BUSINESS UNIT/LOCATION</b>	MCCI Head Office, 117 Corrimal St Wollongong NSW 2500 and off site at various locations across the Illawarra /Shoalhaven.		
<b>ROLE PURPOSE</b>	<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>The Care Advisor is responsible for the 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>		
<b>KPI's</b>	Sustainability	Unspent funds	<10%
	Community Reach	Increase in packages per year	>50
		SSG clients who choose MCCI as HCP provider	>80%
	Consumer Satisfaction & Impact	Overall consumer satisfaction	>85%
		Consumer health & wellbeing improved	>85%
People & Culture	Employee confidence in their role & responsibilities	>85%	
Service Delivery & Quality	Client files are up to date in Procura	100%	
	Compliance with Aged Care Quality Standards Home Care Accreditation maintained	100%	

## 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 Manager to ensure accurate and timely financial administration and reporting to Medicare.

### Community Reach

- Provide an efficient, high level of 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 packages 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 Corporate Services team on marketing campaigns for Home Care Packages.

### Consumer Satisfaction and Impact

- Assist and enable clients to understand their aged care funding in accordance with financial budgets
- develop monitor, and maintain consumer care plans within a CDC service delivery framework
- Ensure that all services are delivered in accordance with consumer's care plans and that they provide sufficient detail and guidance for staff to provide a comprehensive care service in line with the consumer's goals and directions
- Maintain and manage staff rosters and sub-contractors for the provision of Home Care Package services in consultation with Care Coordinator
- Work with the Care Services Manager to develop service relationships and brokerage service opportunities with other providers
- Handling complaints and incident reports related to Home Care Package services in conjunction with Care Coordinator and Care Services Manager

### 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

### Service Delivery and Quality

- Assist in MCCI participation and completion of quality reviews and accreditations
- Manage and maintain client records through Procura.

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Role requirements	
<b>Values and Behaviours</b>	<p><b>SUPPORT</b></p> <ul style="list-style-type: none"> <li>• Consumer partnership at the centre of our work.</li> <li>• Supporting our colleagues to grow in skills and confidence.</li> </ul> <p><b>TEAMWORK</b></p> <ul style="list-style-type: none"> <li>• Quality improvement and good information management underpinning our work</li> <li>• Collaborating and working effectively together on our team's goals.</li> </ul> <p><b>TRUST</b></p> <ul style="list-style-type: none"> <li>• Building confidence with our community, consumers and carers.</li> <li>• Acting in accordance with MCCI's values and purpose always.</li> </ul> <p><b>SHARE</b></p> <ul style="list-style-type: none"> <li>• Empowering consumers to make good decisions for their wellbeing.</li> <li>• Together pursuing ideas, innovations improvements to the way we work.</li> </ul>
<b>Underlying characteristics</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Excellent time management and the ability to handle multiple tasks simultaneously.</li> <li>• Desire to achieve excellent results, a thirst for knowledge and constantly seeking ways to improve.</li> <li>• Demonstrates attention to detail, accuracy and thoroughness in work produced.</li> <li>• Self-directed and autonomous, requiring minimal supervision.</li> </ul>
<b>Experience Requirements</b>	<ul style="list-style-type: none"> <li>• Previous experience an Allied Health, Aged Care or Community Aged Care environment</li> <li>• Experience in assessment, case management and consumer directed care principles for home care package service delivery, including managing client budgets</li> <li>• Strong knowledge of, and prior experience working with, CALD community organisations and an understanding of issues and needs of older people from CALD backgrounds.</li> <li>• Experience working with client management systems, including data management and reporting.</li> </ul>
<b>Qualification Requirements</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications (minimum Certificate 4) in Aged Care, Disability Services, Social Work, Nursing, Allied Health or other discipline relevant to the role</li> <li>• Current Provide First Aid Certificate</li> </ul>
<b>Licence/s &amp; Checks</b>	<ul style="list-style-type: none"> <li>• Unrestricted motor vehicle licence (essential).</li> <li>• Own motor vehicle (essential).</li> <li>• Criminal history check to work in Aged Care.</li> <li>• Eligibility to work in Australia.</li> <li>• Willingness to receive COVID19 vaccination.</li> </ul>

Employee Print Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CEO & Co. Secretary \_\_\_\_\_ Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

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