



## POSITION DESCRIPTION

POSITION DETAILS	
<b>PD Number</b>	PD0053
<b>POSITION TITLE:</b>	Care Advisor
<b>REPORTS TO:</b>	Team Leader – Help at Home
<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 Shoalhaven Hub 63 Plunkett St Nowra 2541 and with travel to client homes and offsite across various locations throughout Wollongong/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>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 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 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 services for culturally diverse community members.
- Work effectively with other Care Services team members to ensure effective internal referrals from CHSP to HCP.

### **Consumer Satisfaction and Impact**

- Assist and enable clients to understand their aged care approvals, budgets, agreements, and support plans.
- Develop, monitor, and maintain support plans to meet the clinical goals and care needs of clients.
- Ensure services are delivered in accordance with consumer's support plans and provide sufficient detail and guidance for staff to provide a comprehensive care service.
- 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 Team Leader and in line with MCCI policy.

### **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.
- Provide day-to-day support and supervision of Support Workers and sub-contractors.
- Provide on-call support to support workers and clients on a weekend roster.


### **Service Delivery and Quality**

- Assist in MCCI participation and completion of quality reviews and accreditations.
- Manage and maintain client records through Procura.
- Perform any other required duties as instructed.

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> <li>• Demonstrated high level interpersonal, teamwork, oral and written communication skills.</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 e.g. Class C.</li> <li>• Own motor vehicle.</li> <li>• Comprehensive car insurance and registration.</li> <li>• Criminal history check to work in Aged Care.</li> <li>• Eligibility to work in Australia.</li> <li>• Vaccinations as per MCCI policy.</li> </ul>

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

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

CEO & Co. Secretary Signature:  \_\_\_\_\_ Date: 15.5.2023

Position Description Care Advisor	Document Number: PD053	Version 2	May 2023
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