Please initial	Authorisation Initials
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華人社區服務中心
Chinese Community Social Services Centre Limited
ACN 679 804 927 ABN 95 428 365 701

POSITION DESCRIPTION

CARE PARTNER

The Chinese Community Social Services CCSSC Limited (CCSSC) is committed to the provision of culturally responsive and high-quality community and residential care for elderly members of the Chinese-speaking community in the State of Victoria (Chinese-Victorian community). We also offer professional welfare services in migrant settlement as well as disability. We achieve our mission by attracting and retaining the best staff.

Responsible to: Program Managers and delegates

Basis of Employment: Full Time/Part Time

POSITION OBJECTIVES:

The purposes of the role are:

- Ensure effective, person-centred care delivery aligned with participant goals and Support at Home principles.
- Undertake assessments, care planning, coordination, and monitoring of services.
- Ensure services are delivered within funding requirements, allocated budgets, program guidelines and contemporary human resource management approaches.
- Maintain compliance and reporting processes in accordance with and Aged Care Quality Standards, Aged Care Act and CCSSC requirements.
- Support participants to remain independent and safely living at home.

KEY RESPONSIBILITIES AND DUTIES:

1. <u>Specific Responsibilities related to Care Partner:</u>

1.1 Case Management

- Manage an allocated caseload including:
  a) Assessments;
  b) Development, implementation and reviews of care plans and budgets;
  c) Service coordination; and
  d) Case Management;
- Ensure compliance with relevant program guidelines, Aged Care Quality Standards (as set by funding bodies), current Aged Care Act, all other relevant policies and legislative requirements including privacy and confidentiality;
- Ensure sharing of experience with the Community Aged Care & Disability Services team of direct service with challenging, high care and complex cases;

- Monitor and evaluate programs within the allocated area of responsibility including appropriateness of service model incorporating continuous improvement and realignment implementation when required;
- Make initial case assessment, identify consumer's goal(s), and develop a care plan, in consultation with the participant, his/her primary carer, family and significant others, within an individualised budget;
- Match the participant with an appropriate Personal Care Worker, if this is a service chosen by the participant;
- Formally introduce the Personal Care Worker (e.g. via a home visit) to the participant and his/her family;
- Conduct or facilitate other assessments related to Supplements and/or participant's fees as required;
- Supply timely and accurate financial information of individual participants to the Program Manager for the preparation of participants' monthly statements. The information includes funds available, as well as expenditures of services used and purchases made for the month;
- Conduct ongoing monitoring of the care plans and budgets and regular case reviews;
- Provide proactive interventions and early risk identification;
- Provide information and support for the participants and help them access and utilise other aged care services and community resources, where appropriate;
- Undertake service coordination and liaise with the Aged Care Assessment Service, participant's GP and other relevant service providers;
- Maintain accurate documentation and reporting.

1.2 After Hours Emergency Service

- Be rostered on duty as required.
- Report any incidents or issues of concerns to the Program Managers or delegate.

1.3 Service Development

- Participate actively in the development, review and continuous improvement of the management system for the Community Aged Care & Disability Services;
- Take a proactive role in the identification of service gaps and the preparation of funding submissions;
- Conduct/take part in research projects as directed and assist in data analysis and report writing.

1.4 Participant and Community Engagement

- Promote CCSSCI's services in general and the Community Aged Care & Disability Services within the Chinese-Victorian community and the mainstream society (e.g. Aged Care Assessment Services, mainstream aged care service providers and other allied health and health care services).
- Deal with enquiries and assist prospective participants in the eligibility assessment process.
- Ensure the provision of high-quality customer services at all times by Personal Care Workers with respect to the diversity and complexity of participant needs in accordance with service standards.
- Ensure effective monitoring to identify changes in participant's needs and report on emerging gaps with current services provided.

- Act as an advocate on behalf of the Chinese-speaking community in relation to their needs for community aged care services.

1.5 Human Resource Management

- Assist in the recruitment and selection of Personal Care Workers;
- Assist in the development and evaluation of orientation and training programs for Personal Care Workers; and to coordinate/present training sessions as required;
- Provide leadership and direction to Personal Care Workers;
- Ensure that all timesheets and timesheet entries of Personal Care Workers are correct and valid prior to approval and submission;
- Have regular contact with Personal Care Workers to ensure that care plans are implemented appropriately, and services provided are compliant with all relevant standards and requirements;
- Report to the Program Managers or delegate if there are any concerns in the performance of Direct Care Workers;
- Act as a mentor for new or less experienced Personal Care Workers;
- Ensure that performance of Personal Care Workers is properly monitored, and performance appraisals are conducted objectively and fairly within the allocated timeframe;
- Undertake annual Personal Care Workers performance and development plans and identify training needs to support staff development;
- Coordinate, evaluate, review and continuously improve the system and processes related to performance monitoring and appraisal of Personal Care Workers;
- Collect feedback of participants, their carers/families regarding the performance of individual Personal Care Workers;
- Handle complaints against Personal Care Workers in accordance to relevant guidelines and to report to the Program Managers or delegate if further actions are required.

1.6 Administrative Duties

- Assume the role of duty worker as rostered and handle enquiries and emergency situations whilst on duty;
- Take minutes of Team meetings and other relevant meetings as directed;
- Prepare reports as directed;
- Provide general support in daily operation, program evaluation and improvement, when required.
- Maintain participant records and systems;
- Undertaking other relevant administrative tasks as required.

2. Teamwork

2.1 Work as a member of CCSSC's team and carry out your duties in a manner that reflects the mission and values of CCSSC.

2.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.

2.3 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

2.4 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.

3. Continuous Improvement/Quality Management

3.1 Ensure compliance with CCSSC's policies and procedures
3.2 Support a culture of continuous improvement and program evaluation.
3.3 Contribute to the success of CCSSC as a leading aged care and welfare service provider
3.4 Ensure that legislative requirements regarding the Support At Home are always complied with, and are reinforced with staff;
3.5 Take an active role in the maintenance of well documented continuous quality improvement plans and processes;
3.6 Participate in the preparation of the Aged Care Quality and Safety Commission regular audits.

4. Health and Safety

4.1 Adhere to Health and Safety regulations, policies and procedures
4.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and participants
4.3 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Maintenance team
4.4 Demonstrate awareness of health and safety law and safe manual handling as relevant to position
4.5 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and persons as appropriate
4.6 Participate in training and education sessions regarding occupational health and safety.
4.7 In the event of accidents or incidents that involve staff, participants or volunteers, accurately complete accident/incident forms as may be required and report to the management team.
4.8 In the event of hazard identification, complete relevant form and report to management team.
4.9 Immediate reporting to management team of notifiable issues e.g. key risks to the organisation.

5. Professional Responsibilities

5.1 Comply with all Privacy Legislation requirements and CCSSC confidentiality policy when communicating any and all information pertaining to service recipients, volunteers, staff and the operations of CCSSC.
5.2 Consistently exercise appropriate professional judgment in all decisions made that are related to the daily operation and the reputation and interests of CCSSC
5.3 Assist in the development of organisation and a positive attitude to service recipients' participation across the organisation
5.4 Maintain abreast of current practice and trends in quality management systems as they relate to the required accounting standards and provision of aged care services
5.5 Recognise the need for, and actively participate in continuing education and development.

6. Other Duties

6.1 To participate in and contribute to other activities of CCSSC as required
6.2 Perform other duties as directed by the Management team and Program Managers.

ESSENTIAL REQUIREMENTS

To competently perform in this position, the person should possess the following knowledge, skills and experience:

- Cert III/IV or tertiary qualification in relevant field (e.g. social work/welfare and community services and/or allied health).
- Experience in community service management preferable.
- Well-developed conceptual and working knowledge of the community aged care sector.
- Demonstrated knowledge/experience in the management and development of community aged care programs.
- Well-developed skills in the management of human and financial resources.
- High level analytical, research and report writing skills.
- Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands.
- Demonstrated ability in budget development and financial control.
- Demonstrated ability in service planning and development.
- Demonstrated ability to provide leadership and support to delegated staff.
- Well-developed skills in spoken (English, Cantonese & Mandarin) and written (English & Chinese) communication.
- An ability to gain co-operation and assistance from participants, key stakeholders and employees in the management and development of the service.
- An ability to liaise with industry counterparts and government agencies to discuss specialist matters.
- Excellent communication, problem solving and conflict resolution skills.
- Computer literacy – Intermediate to Advanced.
- Must hold a current National Police Check.
- Must hold a current, full Australian Driver's License with a reliable motor vehicle.

PHYSICAL REQUIREMENTS

Requirement	Frequency		
	Infrequent 0% to 25%	**Frequent 25% - 75%**	**Continuous 75% - 100%**
Whole body and lower limb movement			
Standing and walking		X	
Sitting at desk *Carrying out documentation or administration requirements*			x
Climbing *Ascending or descending stairs or ladders*	X		
Bending and Crouching *Bending at waist level, crouching to floor level*	X		
Kneeling	X		
Balancing		X	
Upper body and upper limb movement			
Reaching, stretching and twisting (forward, side and above) *Reaching in all directions and ability to twist at the waist*	x		
Grasping/Finger Movement *Pinching, picking and typing to hold onto objects*			X
Repetitive Motions *E.g., typing*			X
Sensory			
Hearing and speaking *Maintaining hearing acuity, understanding and interpreting conversations at a distance of up to 1 meter*			X
Visual Perception *Maintaining 20/40 vision (using correction if required), seeing and recognising objects, reading documents, discriminating between colours, determining depth perception.*			X
Smell *Distinguishing odours and identifying hazards*		x	
Handling and Feeling *E.g., finger dexterity, hand-eye coordination, full hand and wrist movement, perceiving attributes of objects or care recipients by touching*			X