

Home Support Partner



The purpose of this position

The **purpose** of the position is to assist older people to access care and services to support them to maintain their independence and safety so they can live their best lives at home. The Home Support Partner is responsible for completing assessments, providing information, support to create care plans, and links to services.

About the position

- This position is part of is within Ageing & Carers directorate.
- This position **reports to** the Manager.
- ☐ The position leads a team.
- The position is designated Band 7 under the ***Schedule of Authorities and Delegations***.
- The position is a: ☐ Budget holder ☐ Has designated revenue or billing targets.
- This position maybe advertised externally as Home Support Partner or Case Manager, Ageing.
- The position is a Individual Contributor level of the Capability Framework.

Key areas of responsibility

- Work with a range of designated consumers. The number of consumers will depend on factors such as level of service required, complexity, geography and the nature of the service.
- Engage consumers using appropriate assessment and risk minimisation processes.
- Work with consumers to undertake comprehensive assessments/reviews to develop, implement, monitor and review their client plan using a person -centred approach to identify individual abilities, needs, risks and goals.
- Establish and maintain network relationships with key stakeholders, other providers, and referral services including but not limited to My Aged Care, GPs, hospitals, Social Workers, Aboriginal and Torres Strait Islander specific services and ethnic specific/multicultural services.
- Actively participate in meetings, forums, webinars and case conferences to collaborate on service delivery and achieve positive outcomes for consumers.
- Ensure that a high quality of accurate documentation is maintained appropriately in a timely manner.
- Clearly identify and communicate the consumer value proposition to ensure growth and reputation of our services.
- Provide information, referral and advocacy to support consumers to access appropriate resources and services, both within The Benevolent Society and with external agencies and service providers, as appropriate.
- Ensure support provided to consumers is well informed, accurate and best meets consumer needs and preferences.
- Ensure service provision is in line with The Benevolent Society's practice frameworks, processes and business rules.
- Ensure high levels of customer service in all interactions.

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- Establish and maintain positive working relationships with individual consumers and consumer representatives which reflect person-centred care principles, their rights and responsibilities.
- Advocate for consumers and consumer representatives to enable choice and decision making that supports independence and quality of life.
- Escalate any concerns about significant changes in consumer health and well-being including consumer deterioration to the line Manager.
- Ensure that financial requirements for the consumer and the funding bodies are met.
- Maintain up to date knowledge of the sector and share learnings with the team to improve practice.
- Work with the Line Manager to build capability across the team.
- Participate in internal and external learning opportunities.
- Ensure work practice is in line with the legislative or regulatory requirements including the Aged Care Quality Standards and Aged Care Code of Conduct.

Capability Framework

The Capability Framework defines the essential knowledge, skills, behaviours and attributes individuals need to success in their roles. It provides the organisation with a shared language and clear expectations across all levels of the organisation. The Capability Framework can be accessed [here](#) internal document only.

Key outcomes

When things are going well, we would expect to see these outcomes:

- Consumers are supported in living their best lives within their own home.
- Consumers indicate they are satisfied and engaged with their service.
- The needs of those contacting the service are appropriately assessed, with referral to and/or identification of appropriate services.
- The Benevolent Society Service models of care are implemented in practice.
- The Benevolent Society services for older people is recognised in the top quartile within the industry for practice.

Key Criteria

Essential

- Degree qualified in a related field (Social Work, Nursing, Allied Health) and/or experience working within the ageing or disability sectors.
- Demonstrated understanding of contemporary aged and/or disability practice.
- Demonstrated knowledge of the needs of older people and/or people with a disability, and their carer's.
- Strong commitment to customer service and finding solutions to meet consumer needs.
- Excellent communication skills including cross cultural awareness.
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI).
- Demonstrated computer skills including Microsoft Office and client care software.

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People who know this position say that

People who know this position say the things that might make your day are:

- Witnessing consumers' quality of life improve with the support of staff leading to better outcomes.
- Having consumers choose The Benevolent Society services because they are seen as services of excellence.
- Supporting consumers to be flexible and creative to find solutions to consumers' clinical needs.
- Implementing systems that meet and exceed regulatory and best practice requirements.

People who know this position say some key challenges you might experience are:

- Managing stakeholder expectations with limited available resources.
- Managing your own time in an environment with competing priorities.
- Ensuring that you continue to have a strong understanding of the sector in an environment of rapid and broad change within the sector generally.

Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

This position may require:

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| ☐ Overnight travel/stays. | ☒ Weekend work. |
| ☒ Travel between office locations/regions. | ☒ Evening work. |
| ☒ Travel to clients (varied locations). | ☒ Special event support. |
| ☐ Use of own registered, insured (comprehensive) motor vehicle. | |
| ☒ Use of TBS pool cars. | |

Key relationships

We work collaboratively with others. This position works closely with:

Within The Benevolent Society:

- Managers, Deputy Managers, Team Leaders, Home Support Partners
- Home Support Team Members
- Senior Home Support Partner
- Clinical Nurse Consultant
- Rostering Team
- Finance and Administrative Team
- Learning and Development Team
- Practice, Quality and Risk, Business Data Analyst Teams

Outside The Benevolent Society:

- Consumers and Consumer representatives
- Referral agencies
- Clinical Professionals
- Regulatory and Complaint agencies
- My Aged Care

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