

Home Support Partner

Position

This position is within Disability Services. It is part of various teams.

- This position reports to the
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

Purpose

The purpose of this position is to assist in providing services to people with a disability in our consumer to help them experience the life they never thought possible. The Case Manager works in partnership with persons with disability and their family or carers to design, coordinate and monitor the delivery of services that promote personal lifestyle and goals and enhance quality of life.

To achieve this purpose, the position holder would typically

- 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 to develop, implement, monitor and review their client plan using a relationship-centred approach identifying individuals' and families' abilities and goals
 - Establish and maintain network relationships with key agencies, other providers, and referral services including ACATS, GPs, Social Workers, Aboriginal and Torres Strait Islander specific services and ethnic specific/multicultural services.
2. Deliver person centred case management that is based on a collaborative process with the person with disability, their family or carers.
 3. Ensure simplified access to the disability service system for a person with a disability which matches their goals and/or a family centred approach with funded service providers and other human service agencies.
 4. Provide coordinated and accountable service delivery under professional supervision which addresses prevention, early intervention and intensive support.
 5. Facilitate informal and formal supports and strong links between specialist disability services and generalist agencies such as education and housing.
 6. Ensure effective case management monitoring and reporting through:

Focus

- accurate and relevant client records in line with confidentiality and privacy policies
- on time completion of reports and correspondence in line with FACS standards.
- Active participation in a team of case managers by contributing to collaborative working relationships, team initiatives and professional development
- Assist consumers to engage with wrap around and/or support services directly, as appropriate.
- Attend review meetings, case conferences, worker meetings and consultation meetings and ensure appropriate documentation is kept.
- Clearly identify and communicate the consumer value proposition to ensure growth and reputation of our services.
- Provide information, referral and advocacy to support clients 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.
- 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.
- Establish and maintain positive working relationships with individual consumers, carers and families which reflect consumer directed care principles, their rights and responsibilities
- Advocate for consumers, their carers and families to enable choice and decision making that supports independence and quality of life.
- Provide advice and support to home support team members in relation to available services and support required by consumers.
- Document and create reports on client services and client changes using technology and paper based systems in a clear, logical, understandable and timely way.
- Advise the Deputy Manager and/or Manager of any significant changes or concerns regarding the client, their home environment, wellbeing, their services, or other risks, as soon as possible.
- Document work hours, kilometres travelled, reimbursements and other employee records in the timeframes required.

This position may be offered as a specialisation:

- For example, supporting a particular funded service type

Where the role is offered as a specialisation the position holder would typically:

- Work with a reduced number of clients not related to the area of speciality. This would depend on the needs of the broader client group at any time and would be negotiated with the Team Leader
- Coach, advise and provide on the job support to Home Support Team Members and Home Support Partners to better understand and apply strengths based frameworks as related to their area of speciality
- Maintain currency of knowledge and practice and share learnings with the team to improve practice.
- Work with the Team Leader to build capability across the team as it related to their area of speciality.

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

Outcomes

- Consumers are supported in living their best lives within their own home for the entirety of their lives.
- 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 are implemented
- The Benevolent Society services for older people and people with a disability are recognised in the top quartile within the industry for practice.

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Managers, Deputy Managers, Team Leaders, Home Support Partners
- Home Support Team Members
- Senior Home Support Partner
- Learning and Development Team

Outside The Benevolent Society:

- Consumers their families and carers
- Referral agencies
- Medical and Allied Health Professionals
- Regulatory and Complaint agencies

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- Certificate IV (or working towards) or a degree in a related field 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
- Previous experience in a call centre or high volume customer service role would support success
- 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) communities
- Demonstrated computer skills including Microsoft Office
- Where the position is offered as a specialisation, at least 12 months demonstrated experience and/or qualifications supporting clients in the area of specialisation

Travel**This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to consumers (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context**Those with knowledge of 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.

Those with knowledge of 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

Approvals

Approver	Director, Human Resources	Date: 8 February 2017	Position Code ADS008
Review history	V1.0 Release		
Advertising:	Case manager, ageing & disability		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.