



Care Advisor

key position details	
title	Care Advisor
department	Aged and Disability
location	Dallas
employment status	Fixed Term – 1 Year
hours per week	Part Time – 3 days per week
reports to	Manager, Home Care Packages
contact	name: John Michanetzis email: johnm@spectrumvic.org.au
Spectrum is an Equal Opportunity Employer and welcomes applications from all people. Spectrum is committed to child safety and conduct thorough background and police checks.	
Spectrum Values	
<ul style="list-style-type: none"> • Understand the journey • Focus on the client experience • Create tomorrow • Co-create to thrive • Be different, be one • See and act with an open mind 	

role description
<p>The Care Advisor is responsible for the assessment of client needs, the coordination of the client's package of care, and the oversight of quality service delivery to our Home Care Package clients.</p> <p>The Care Advisor will have direct responsibility for managing a caseload and will be actively involved in all aspects of care planning, documentation, risk assessment, clinical governance, audit, and quality improvement. The Care Advisor will also be responsible for maintaining oversight of client's budgets and ensuring that services are managed within the client's budget and within the parameters of the client's needs and preferences, ensuring the client's rights to respect, dignity and privacy.</p>

role's key accountabilities
<ul style="list-style-type: none"> • Undertake comprehensive assessment of client and develop an In partnership and under the guidance of the Manager HCP, develop a goal directed care plan, organise services, provide support and monitor services to ensure quality. • Document all client details and care planning needs • Monitor and maintain records of client's budget • Consider creative options and solutions that deliver exceptional client outcomes. • Ensure the delivery of services meet all associated funding agreement, legal standards and requirements • Monitor and maintain records of client's budgets. • Liaise with referring agencies, Aged Care Assessment Services, local health provider and community services • Support potential clients to navigate through the aged care funding system; on-board new HCP clients • Attend to quality assurance, clinical risk and ensure governance, quality of care and health and safety matters are addressed as a priority • Accountable to Manager HCP for all HCP duties <p>organisational responsibilities</p> <ul style="list-style-type: none"> • Ensure that the Code of Conduct is adhered to at all times • Display a commitment to the Purpose and Values of Spectrum • Ensure that Spectrum complies with the Occupational Health and Safety Act requirements and strive for best practise in the provision of a safe work place for all • Report all incidents, near misses, equipment repair requirements and illnesses to immediate supervisor and the OH&S Representative • Commitment to Quality and Continuous Improvement procedures and policies • Adherence to emergency response procedures <p><i>Other tasks will be assigned from time to time to meet the needs of the organisation</i></p>

role specific requirements	
This role requires the following pre-employment check(s)	<ul style="list-style-type: none"> • Australian Work rights • All offers of employment are subject to a satisfactory police check, which will also be completed every 3 years. • Prior to any person being appointed to this role it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect your ability to perform the normal duties of this role. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.

key selection criteria	
mandatory experience/ education	<ul style="list-style-type: none"> • Tertiary qualification in nursing, social work, allied health, case management or relevant field. • Substantial experience working in the aged care/disability sector • Ability to work autonomously • Stakeholder engagement and relationship management experience • Basic Microsoft Office proficiency • Excellent verbal and writing skills. <p><i>Preferred</i></p> <ul style="list-style-type: none"> • Preference for fluency/competence with an additional Community language • Work experience in Home Care Packages or similar client directed care program
key competencies required	<ul style="list-style-type: none"> • Genuine interest and commitment to social and inclusion and valuing difference and diversity • Able to work independently within the HCP processes and practices which are consistent and precise • Able to be supervised and advise Manager of opportunities for improvement • Knowledge of service standards, quality and risk and client tiering needs • Client focused and person centred • Being adaptable to changing circumstances and being able to prioritise work • Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals • Empathy and client rapport building • Teamwork • Ability to work in a very busy environment and to work both independently and as part of a team • Demonstrate exceptional organisation, planning and time management skills

agreement		
I have read, understood and agreed to comply with this position description. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.		
Name:	Signature:	Date: / /