

Employment

Position Description

Position:	Support Advisor – Home Care Packages Program
Award:	Lyndoch Living Health Professionals Enterprise Agreement 2013-2016
Classification:	As per Enterprise Agreement
Status:	As per contract of employment
Qualifications:	Tertiary qualifications and or substantial experience in a health or relevant community service area.

Position Objective(s)

To provide support to clients of the program in a manner that reinforces their rights, independence and dignity and ensures an appropriate mix of support services that are integrated, co-ordinated and responsive to individual needs.

To undertake a developmental role which will facilitate the participation of service providers in the care planning process and improve the co-ordination of service provision and communication between providers.

Utilise a creative and innovative approach in establishing new services where gaps exist within the existing structure. To encourage and facilitate existing providers to become more client focused in their service delivery and development.

Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “seven pillars” have been identified.

One Team

We value and recognise individuality as a vital part of developing a unified voice.

Pride

We support pride and passion in our work and in doing so, we attract others who share our values.

Welcoming Workplace

We encourage warm, friendly and respectful interactions across all aspects of our service.

Yes Culture

We always start with 'yes' in every deliberation.

Customer Service

We ensure that customers feel engaged and valued in every interaction.

Innovation

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

Fun and Enjoyment

We recognise that fun and enjoyment are critical to success.

Social Purpose

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

Safety

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

Key Responsibilities and Duties

1. Undertake Case Management of Individuals in the Program by:

- Undertaking initial assessment of needs of prospective Home Care Packages Clients.
- Designing, coordinating and implementing appropriate packages of services in response to client/carer needs.
- Initiating Care Plan meetings with client/carer, service providers, primary care providers, G. P's and the client's family.
- Conducting regular reviews of the Care Plan.
- Providing support to the client/carer as appropriate.
- Acting as an advocate on behalf of the client as necessary and agreed.
- Liaising with service providers in the matching of client and staff.
- Regularly monitoring Care Plans and coordinating changes to service provision when required.
- Seeking alternate care arrangements for clients when appropriate and agreed.

2. To administrate care packages by:

- Maintaining all documentation regarding Care Plans and service provision ensuring co-ordination is achieved.
- Maintaining up-to-date client data.
- Monitoring cost of Care Plans and ensuring they do not exceed budget allocation.

3. To ensure communication networks with other service providers by:

- Liaising with medical practitioners and other referring agencies.
- Initiating Care Plan meetings and case conference as agreed with clients/carers.
- Attending case conferences as required.
- Liaising with service providers and agencies to improve implementation and co-ordination of Care Plans for clients/carers

4. Management

- Strive to ensure that Lyndoch Home Care Packages Program meet guideline and standard requirements for service provision.
- In conjunction with the Chief Operations Officer, be involved in, and committed to, the development, documentation and review of divisional philosophies, objectives and strategies.
- Ensure an efficient and effective utilisation of department resources.

5. Continuous Improvement

- Participate in continuous analysis and evaluation of work practice/systems process and suggest changes as necessary.
- Participate in Continuous Improvement Activities in accordance with good work practice and applicable Accreditation Guidelines.
- Strive to ensure that quality projects are consistent with the organisation's mission and value statements.

6. Communication

- Attend organisational meetings as required.
- Seek out and disseminate information pertaining to Community Services as relevant and appropriate.
- Provide clear, timely and relevant information and advice to the Chief Operations Officer, staff, clients and families, organisational personnel and other relevant external agencies or disciplines as necessary and within the framework of Health Information and Privacy Laws and organizational policies and procedures relevant to information management and confidentiality.

Organisational Relationships

Reports to: Manager – Home Care Packages

Internal Contacts: All Lyndoch staff, consumers, families

External Contacts: Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated experience and understanding of the complexity and sensitivity of the needs of frail older people, younger people with disabilities and carers to ensure care needs are adequately met.
- Drivers licence required due to the nature of the role.

Management Skills

The following management skills are required to be utilised:

- Ability to prioritize and complete tasks to an agreed time frame.
- Ability to be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent communication, interviewing and assessment skills, with the ability to liaise and negotiate with other service providers in the coordination of services.
- The ability to work independently and co-operatively as a team member.
- Demonstrated sound decision making using highly developed interpersonal, verbal and written communication skills underpinned by well-honed problem solving and negotiation skills.

General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Participate in quality activities within the work area to improve the efficiency of the Department.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Nursing

Date: July 2020

General Conditions of Employment

Terms and Conditions of Employment

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

Performance Review

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

Probationary Period

This position is subject to a six (6) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks' notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

Termination

Employment may be terminated in accordance with the provisions of the relevant Agreement.

Policy and Procedures of the Employer

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

Apparel and Equipment

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer's safety rules and regulations.

Notification of Prior Injury

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers' Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

Pre-existing Injury Declaration Form

Please complete and return with your Application for Employment

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) ("the Act"), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Inc ("the employment")

In making this disclosure, please refer to the attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Inc. may constitute grounds for disciplinary action including termination of your contract.

Employee Declaration

I _____ (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Inc. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

OR

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

Please list details for all pre-existing conditions

I acknowledge and declare that the information provided in this form is true and correct in every particular.

Applicants Signature

Print name of Applicant

Witness Signature

Print name of Witness

Date

Date

Office Use Only

Additional Comment/ Requisite Modifications
(To be completed by Senior Manager/ CEO)
