

Position Description



General Information	
Position title	Support Advisor – Home Care Packages Program
Enterprise Agreement / Modern Award	Lyndoch Living Allied Health Professionals Enterprise Agreement 2018 - 2022
Classification	Community Development Worker Class 2A
Status	As per Contract of Employment
Qualifications	Formal qualifications and/or substantial experience in a health or relevant community service, welfare discipline.
Primary Location	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.
Reports to	General Manager – Home Care Packages
Direct Reports	Not Applicable
Key Internal Contacts	All Lyndoch staff, consumers (clients), families
Key External Contacts	Members of the Public, Contractors, Suppliers, Health Professionals
Infection Control Risk	Category A - Direct patient contact
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.	
Our Values	
Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.	
Position Overview	
<p>The role of the Support Advisor is to enable the delivery of Home Care and Linkages Packages to consumers residing in the community. The three primary objectives of a home care package are to keep consumers:</p> <ul style="list-style-type: none"> ➤ Well and independent in their own home ➤ Safe in their own home ➤ Connected to their community <p>The Support Advisor’s main responsibilities include understanding the individual consumer and their goals, identifying and mitigating risks, developing tailored consumer directed care plans, managing budgets, and coordinating care services to enhance our customer's quality of life, ensure the consumer meets their goals and maintain their independence.</p> <p>The role requires creative and innovative thinking, utilising the principles of positive community aging to anticipate consumer needs, and appropriate mix of support services that are integrated, co-ordinated and responsive to the individual.</p>	

Key Responsibilities and Key Performance Indicators (KPIs)	
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<p><u>Provide excellence in consumer/customer care</u></p> <ul style="list-style-type: none"> ➤ Act as the key contact person and advocate for consumers in facilitating the identification of goals, development and implementation of their Consumer Directed Care Plan ➤ Ensure the needs of consumers' carers are met by referring to services and supports, to ensure the sustainability of the carer role ➤ Provide clear, timely and relevant information and advice to consumers and other key stakeholders. ➤ In partnership with the consumer, develop a tailored goal directed care plan, organise services, provide support and monitor services to ensure quality ➤ Consider creative options and solutions that deliver exceptional client outcomes. ➤ Liaise with referring agencies, local health provider and community services to ensure developed consumer directed care plan would meet the consumer's address. ➤ Respond to consumer's assessed individual needs and preferences within allocated budget 	<p>100% compliance of currency for all care plans</p> <p>100% all clinical incidents for complex consumers are reviewed and actioned</p> <p>100% all feedback is reviewed and actioned</p>
<p><u>Ensure compliance with all relevant standards and legislation</u></p> <ul style="list-style-type: none"> ➤ Provide education and feedback to consumers regarding positive aging, available services and support both within Home Care Package guidelines and beyond that may enhance the consumers quality of life ➤ Ensure key components of service delivery including anticipating consumer needs, formally reviewing consumer directed care plans and agreements, responding to acute service needs, and explaining use of consumer's funds are completed as part of routine provision of care. ➤ Ensure that the delivery of services meet all associated funding agreement, legal standards and requirements. ➤ Provide education to consumers about Home Care Packages including principles of delivery, included and excluded services and supports, budgeting and monthly package statements. ➤ Maintain computer based and paper file documentation of assessments and care plans that meets medio legal standards ➤ Ensure accurate date inputs including reconciliation of services and supports. ➤ Monitor and maintain records of expenditure and ensure clients plans do not exceed budget allocations, including providing routine feedback to consumers ➤ Maintain currency of skills and knowledge relevant to this position, including managing consumer with complex needs and consumers with special needs as identified in the Aged Care Standards and Disability Standards of care. 	<p>100% of Home Care and Linkages policies and procedures align with current Legislation and are up to date.</p>

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<p><u>Quality Improvement and Risk Management</u></p> <ul style="list-style-type: none"> ➤ Identify and migrate risks to consumer achieving their goals, and principles of Home Care Package delivery including keeping consumers; <ul style="list-style-type: none"> • Well and independent in their own home • Safe in their own home • Connected to their community 	<p>100% compliance with Infection Control processes</p> <p>100% of Incident Reports (Riskman) completed within 48 hours</p>
<p><u>Actively participate in professional development in order to deliver best practice</u></p> <ul style="list-style-type: none"> ➤ Complete annual education modules allocated by the organisation. ➤ Participate, as directed, in the employee Support and Growth Plan. 	<p>100% of education modules completed annually</p> <p>Support and Growth Plan in place</p>
<p><u>Occupational Health & Safety</u></p> <ul style="list-style-type: none"> ➤ Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct ➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work ➤ Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health ➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided ➤ Immediately report any incidents within the workplace to your Manager/Supervision ➤ Be familiar with and follow emergency procedures and directions ➤ Participate in health and safety training programs as required 	<p>Zero workplace injuries</p> <p>100% compliance with PPE requirements</p>
<p><u>Organisational Values</u></p> <ul style="list-style-type: none"> ➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion) ➤ Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders ➤ Role model the organisational Values 	<p>Resident satisfaction survey results</p> <p>Employee Engagement Survey Results</p>

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Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

Authorisation

Authorised by (position title): Acting Chief Executive Officer

Review and authorisation date: June 2023