

**POSITION DESCRIPTION – Care Partner Support at Home****Part 1 – Expectations for Your Role**

<b>Position</b>	Care Partner Support at Home
<b>Service / Program</b>	Older Adults
<b>Industrial Instrument</b>	SACS - EACH Social and Community Service Employees Enterprise Agreement 2017
<b>Instrument Classification</b>	Level 4
<b>Reports to</b>	Clinical Team Lead- Support at Home
<b>Effective Date</b>	April 2025

**Key Deliverables**

The role of the Care Partner (non-clinical) is to liaise with customers and their support network to provide care and services that meet individual customer needs and preferences. In turn supporting customers to remain living independently at home. The Care Partner is supported by appropriately qualified health professionals and key deliverables include but are not limited to:

- Coordinating services and completing administrative tasks in line with assessed customer needs
- Undertaking customer assessments, screening, and care planning within scope
- Proactively seeking support and advice from the broader clinical team as required.
- Liaising with other agencies, health care professionals and specialists.
- Co-ordinating and monitoring the delivery of services within customer's care plan and budget.
- Working collaboratively with the customer and their support network to monitor and review the care plan, ensuring supports align with the agreed plan.
- Ensuring services put in place that are consistent with customers maintaining independence, and the program's allowable inclusions.
- Ensuring expenditure is within customer's package amount.
- Supporting and contributing to quality, improvement activities and a safety culture.

**Skills and Experience**

- Experience in a similar role eg Home Care Package Case Management is desirable
- Proficient with information technology – including the use of MS Office and Client Information Systems (Carelink+ an advantage).
- Strong interpersonal and communication skills, with the ability to engage and negotiate with a wide range of stakeholders
- Ability to use negotiation, conflict resolution and creative problem-solving techniques
- Ability to work independently and as part of a team, with the capacity to identify issues when working autonomously.
- Working knowledge of wellbeing and reablement.
- Experience and commitment to practice with a community inclusive approach to service delivery aligned with Consumer Directed Care.



- Understanding of the policy and funding environment of the aged care and community services sector, with a working knowledge of legislation, standards, and accreditation.
- Demonstrated experience in effectively negotiating and managing a brokered budget, including invoicing, receipting and financial processing as required.
- Ability to promote and market Support at Home to a broad audience.

### **Qualification/Registrations/Licences**

- Certificate IV qualification in Aged Care desirable
- Certificate or Diploma in Business Management desirable
- Current Australian driver's licence, registered vehicle, minimum third-party insurance
- Satisfactory National Police Check and Working with Children Check
- NDIS screening (as appropriate)
- COVID and Influenza vaccination in line with government mandates/ recommendations and company policy
- Not listed on the Aged Care Quality and Safety Commission Banning Order Register

### **Physical Requirements**

- Office Environment: Ability to sit for extended periods and use office equipment.
- Data Entry: Proficiency in handling documentation and IT systems
- Office Mobility: Ability to move around the office and attend meetings.
- Light Lifting: Ability to lift and carry up to 5 kg (e.g., laptops or office supplies).
- Visual & Auditory: Ability to read documents and communicate effectively in person and via phone/video.
- Travel: Ability to travel to other Each location's and visit customers in their home or community

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

**Expectation of Employees**

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

**Employee Responsibilities**

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

**Quality**

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

**Safety & Wellbeing**

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

**Child Safe Commitment**

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

**Inclusion and Diversity Commitment**

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

**Key Selection Criteria****Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

**Desirable Experience, Knowledge, and Qualifications**

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

#### Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

#### Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.