

## POSITION DESCRIPTION

<b>Position:</b>	Community Support Advocate – Home Care Check-in Officer	<b>Reports to:</b>	Operations Supervisor/ Operations Manager
<b>Award:</b>	Social Community Homecare & Disability Services	<b>Classification:</b>	SCHADS Level 5
<b>Status:</b>	Full-time/Part-time	<b>Location:</b>	175 Fullarton Road, Dulwich [and elsewhere in South Australia as negotiated]

### Purpose of Role

The primary purpose of this position is to make contact with people referred to the service, identify potential risks and work with the client in a proactive and preventative manner to ensure those clients at risk are at a minimum aware of assistance and services available to them. This service will be a consent driven, rights based approach and will not seek to duplicate any services already available within ARAS or in the wider community but act as a proactive connector to services and supports locally available to reduce the risk of harm occurring to an older vulnerable person.

The Home Care Check-in Officer reports to the Operations Manager, works closely with the Operations Supervisor and maintains a collaborative and productive working relationship with all other staff within ARAS.

The Home Care Check-in Officer is responsible for ensuring that all information and services provided are consistent with the purpose, vision, and values of ARAS and comply with relevant legislation, quality standards, contemporary research and practice. ARAS aspires to reflective practice in all aspects of work, continuous quality improvement and the highest possible standards of service provision.

Key Responsibilities	Key Performance Indicators
1. Home Care Check-in	1.1 Screen and triage referrals from external and internal stakeholders based on eligibility criteria 1.2 Make contact with clients who have been identified as benefiting from a safety check 1.3 Establish preferred client communication plans and duration of support and frequency of contact plan. 1.4 Provide an overview of the service delivery and scope of practice 1.5 Identify potential risks for harm and work with clients proactively to reduce those risks by referral to appropriate agencies. 1.6 Provide information – information that is individualised as well as general information to an eligible client, and where appropriate to third parties. This includes information about advocacy, the aged care system, other service, complaints process and right and responsibilities. 1.7 Support clients to ensure they understand their rights, responsibilities and entitlements and provide support when they wish to voice their concerns, ask questions or make a complaint about their services. 1.8 In consultation with the client create an 'exit safely' plan when required. 1.9 Support in collection of feedback, complaints and evaluation of the home care check-in project 1.10 Maintain high standard of client case notes in line with the ARAS Client Records and Case Notes procedure. 1.11 Case notes entered into the client database immediately after any case activity. 1.12 Represent and promote ARAS at workshops, forums, public engagements and networking meetings. 1.13 Identify service needs and gaps from ARAS work and provide feedback to the Operations Manager. 1.14 Maintain up to date knowledge and understanding of the relevant legislation,

	<p>guidelines, policies and procedures.</p> <p>1.15 Contribute to, and meet, organisational targets as per contractual key performance indicators.</p>
2. Teamwork & Communication	<p>2.1 Attend and actively participate in reflective practice circles, case discussions, team meetings and project work.</p> <p>2.2 Demonstrate ability to work positively and communicate effectively in a team environment as well as independently to achieve service delivery excellence.</p> <p>2.3 Maintain and initiate regular and professional communication with work colleagues and management.</p> <p>2.4 Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties.</p> <p>2.5 Schedule regular employee feedback sessions with Operations Manager and Operations Supervisor.</p>
3. Continuous Quality Improvement	<p>3.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.</p> <p>3.2 Promote and support reflective practice in all ARAS staff, and demonstrate commitment to continuous quality improvement.</p> <p>3.3 Identify opportunities and options to promote and support high quality service provision and the best outcomes for clients, their families and staff.</p> <p>3.4 Support action research projects relating to the provision of high quality services for clients and their families.</p> <p>3.5 Participate and contribute in Workplace, Health and Safety activities to ensure a safe work environment for clients, staff, visitors and the community.</p> <p>3.6 Identify continuous improvements for all policies and procedures that support the inclusion and participation of clients.</p> <p>3.7 Participate in and contribute to Continuous Quality Improvement systems and any relevant quality review or accreditation.</p>
4. Administration & Documentation	<p>4.1 High-level knowledge/usage of Microsoft Office and database programs to perform the duties.</p> <p>4.2 Plan and manage time effectively to complete tasks and meet deadlines.</p> <p>4.3 Complete written communications with clients and external services as required.</p> <p>4.4 Collect and record data for systemic issues and project work.</p> <p>4.5 Provide regular reports as directed by Senior Management.</p>
5. Personal & Professional Development	<p>5.1 Continue to develop professionally and personally to meet the changing needs of the position and the organisations.</p> <p>5.2 Participate in the organisation's performance management process.</p> <p>5.3 Attend training as identified through the performance management process, or as identified by management.</p> <p>5.4 Maintain knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.</p> <p>5.5 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p>
6. Know and apply ARAS policies and procedures	<p>6.1 Demonstrated alignment to the ARAS mission, values, and strategic plan.</p> <p>6.2 Model and foster behaviors aligned with the ARAS Code of Conduct.</p> <p>6.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>6.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

## **PERSON SPECIFICATION**

### **Qualifications**

- A tertiary qualification in human services, law, social work, behavioural science and/or community services or an equivalent combination of relevant extensive experience, education and/or training.

**Knowledge and experience**

- A minimum of 2 years’ experience in working with and/or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework.
- Demonstrated ability to understand and apply legislation particularly Aged Care Act 1997 and related Principles and Retirement Villages Act 1987 and related regulations, policies and procedures, including the ability to identify issues and problem solve.
- Excellent written, verbal communication and presentation skills.
- High-level computer skills – Microsoft Office or equivalent.
- Commitment to continuous quality improvement and to maintaining quality outputs.

**Specific employment requirements**

- Satisfactory National Police Clearance required.
- Working with Vulnerable Persons Check
- Vaccinations as required from time to time to allow entry to RACFs, at present this includes annual influenza vaccination, and COVID-19 vaccination.
- Work outside of normal office hours may be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel may be required within South Australia and interstate.

**MONITORING, EVALUATION AND REVIEW**

<b>Status:</b>	DRAFT	<b>Control:</b>	Human Resources
<b>Approved by:</b>	CHIEF EXECUTIVE	<b>Version:</b>	1.0
<b>Effective Date:</b>	July 2022	<b>Review Date:</b>	July 2023

***Acknowledgement***

*I, ..... acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position, not listed in this statement, that fall within my competency and skill set. I have received a copy of this Position Description.*

***Employee***

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

***Human Resources Manager***

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_