

POSITION DESCRIPTION



Position Title	Care Partner
Position Number	N6216
Department	EGHS @ Home
Classification	Dependant on qualifications and experience
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
Reports to:	Manager – EGHS@Home

Position Purpose:

The Care Partner is responsible for coordinating, in conjunction with participants, the management of the participant's Commonwealth funded Support at Home. Participants choose who provides management of their SaH and who provides the services they require to continue to reside in their home. The Care Partner assists participants to make these decisions and managing the financial aspects of their packages.

Department / Unit Specific Overview

East Grampians Health Service (EGHS) Community Services aim to meet the needs of the community by offering a vast array of services to the community in Ararat and surrounding districts. We offer outpatient, outreach and domiciliary services. Our services include Allied Health, Dental, Community Nursing, Support at Home, Home Support Services and Patricia Hinchey Centre. These services support other clinical areas including our acute and residential aged care consumers. EGHS@Home includes our Home Support program, Healthy@Home (telehealth program), Support at Home and Carers Support program.

Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.



Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Occupational Health and Safety - SOPP 72.09](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Safety - SOPP 72.13](#)
 - [Performance Development policy - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, participants, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, participants and visitors
- Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.



Responsibilities and Major Activities

- Develop person-centred care plans to meet participants' needs and find the necessary resources to meet the participant's goals.
- Ensure all services delivered to clients meet the requirements of the [Support at Home Operational Manual: A guide for Home Care Providers](#). and EGHS policy.
- Maintain regular contact with participants and their family/carers to ensure that services continue to be of benefit, meet the participants' needs and assist in achieving the participant's goals.
- Maintain confidentiality, respect privacy, and preserve participants' independence as much as possible.
- Monitor, review and evaluate the services provided to participants through a range of quality improvement measures to ensure participants service plans, programs and services are of an appropriate standard of service, supervision and safety and support.
- Advocate within the broader community on behalf of participant's and families to support inclusion, participation and respect of rights.
- Develop relationships within the community to foster networking and partnership opportunities.
- Ensure the documentation and management of SaH complies with Aged Care Quality and Safety Standards and all organisational policies and procedures.
- Monitor the income and expenditure for individual packages, accuracy of participants' financial records & ensure services are provided within participants' budgets.
- Manage the acceptance and co-ordinate the discharge of participants to and from the EGHS@Home program as per the [Support at Home Operational Manual: A guide for Home Care Providers](#).
- Work closely with the SaH Administration Assistant to deliver timely and accurate end of month financial administration.
- Ensure associated providers and contractors have valid contracts, insurance and other statutory requirements in place before commencing work for Support at Home participants.
- Promote and market EGHS as a provider of choice to grow the number of SaH managed by EGHS.
- Work with Business Manager – Community Services to provide accurate organisational reporting.
- Prepare records and reports, as required in accordance with policies and procedures.

Key Performance Indicators

- Demonstrates practice within the Vision, Mission and Values of EGHS.
- Demonstrates understanding, application of knowledge and implementation of the organisation's clinical governance framework to ensure the provision of high quality health care through continuous improvement.
- Demonstrates knowledge and application of skills to ensure the organisation's information management goals are met including timely and accurate month end reporting.
- Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for participants including accurate and comprehensive notes and record keeping.

Key Selection Criteria

Essential Criteria:

- Demonstrated understanding of current casework practices for the aged.
- A well-developed skillset in customer service and participant engagement.
- Experience and the ability to articulate examples of person-centred practice, methodology and practices.
- Experience working autonomously in a target and quality driven community service environment.
- High-level organisation and time management skills, demonstrated through examples of re-organising work priorities and developing efficiencies to meet changing demands.



- Experience in co-ordinating and overseeing processes that support accurate financial management.
- Excellent interpersonal skills with the ability to influence, problem solve, negotiate and mediate.
- Excellent computer skills and ability to navigate customer management systems.
- Experience working independently, working within multiple and multidisciplinary teams and maintaining cohesive working relationships with a broad range of networks.
- Hold a current and valid Victorian drivers licence.

Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- Immunisation requirements (annually)
- NDIS Check

Desirable Criteria

- Experience in case management of packaged care, such as NDIS, SaH or client-funded care is desired.
- Experience and knowledge of the Quality Standards and Accreditation requirements of the Support at Home.
- Relevant tertiary qualification.

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	
Developed By Name	Developed by Title
Date of next review (12 months)	

