

## Job Description

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**Job Title:** Commonwealth Home Support Program (CHSP) Facilitator  
**Ref No:** SUP97  
**Portfolio & Program:** Aged Care Services, Home Care  
**Reporting Relationship:** Senior Service Coordinator  
**Classification:** Salaried  
**Date:** August 2018

*Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.*

Actively provide leadership directing care staff to provide our customers with person centred care of the highest quality, whilst empowering continuous improvement and meeting legislative, regulatory and policy requirements.

### My purpose is to...

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Establish services meeting funding and assessment requirements that optimises and maintains individuals' independence.

### I will make a difference when I...

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#### Service Delivery Facilitation

- Facilitate the provision of basic care services with customers, including implementing, monitoring and reviewing basic care services as per their My Aged Care Assessment.
- Act as the point of contact for customers, their representatives and care staff for changes in circumstances and service requirements.
- Make sure service standards and guidelines are adhered to for each service and that organisational policies and regulatory requirements are reflected in daily operation.
- Make sure all concerns and issues raised by staff, customers and/or families are reported promptly and where appropriate participate in investigations and planning for resolutions.

#### Customer Service

- Act in a professional manner at all times to provide a prompt, courteous, responsive and flexible service to all customers, their representatives and staff.
- Act at all times to protect the rights of customers, including confidentiality, privacy and individual choice and decision-making.
- Assist in the management and maintenance of systems to improve customer service and deliver best practice in the community setting.
- Ensure confidentiality and security of all customer and staff data.
- Work with external agencies/workers in a collaborative manner that facilitates the best outcomes for customers.

#### Staff Coordination and Teamwork

- Work positively and in a consultative manner with staff promoting a sense of team within the program and support service delivery staff in the management of complex issues.
- Monitor performance of staff, identifying any performance issues and working with staff/manager to resolve.
- Provide feedback and participate in staff performance and development reviews.
- Participate and contribute to team processes, e.g. Participation in team meetings.

#### Administration

- Complete documentation in an accurate, professional and timely manner that meets AnglicareSA, legislative and funders/stakeholders expectations.
- Prepare monthly reports as required.

## Communication

- Communicate effectively and provide support and advice to customers and staff as required.
- Maintain open communication with the Manager to ensure they are informed of your ability to meet my key result areas, any program unmet KPI's or customers and staff feedback.
- Act at all times to protect the rights of customers, including confidentiality, privacy and individual choice and decision-making.
- Promote the organisation both internally and externally in a positive manner.
- Actively engage with the broader community and link with relevant customer groups to promote AnglicareSA's Home Care Services.

## Continuous Improvement

- Actively participate and contribute to quality improvement initiatives/programs.
- Highlight, identify and work towards resolving any areas of practice that may be improved upon through review of Best Practice, benchmarking or staff initiative.

## Work Health and Safety (WH&S)

- Proactively identify and report incidents, hazards and near miss events.
- Display proactive behaviours and accountability toward safety in the workplace by making every effort to ensure your own safety, and the safety of colleagues and others.
- Develop cohesive working relationships with WHS and Injury Management personnel to identify and resolve risks, hazards, incidents and workplace injuries.

## To make a difference I will...

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- Embrace and integrate AnglicareSA's Vision, Purpose and Values in my role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia.
- Maintain a National Police History Check.
- Attend all rostered shifts, obtaining prior approval from my manager if any changes are required.
- Keep up to date with accreditation standards and industry developments for best practice in aged care.

☒ Willing to work at other sites as required

☒ Elder Abuse Reporting

**Direct Reports:** Care Workers, Domestic Assistants and other staff engaged to provide services within the program.

**Working Relationships:** Senior Service Coordinator, Service Coordinators, Senior Service Support Officer, Service Support officers Rostering and Administration, Manager, Home Care



## I must possess these skills and abilities...

### **Qualifications**

- Certificate III or IV in Coordination or other health related qualification (desirable).

### **Demonstrable Requirements / Selection Criteria**

#### **Service Delivery Facilitation**

- Demonstrated understanding and commitment to social justice with knowledge of community services for aged people and of duty of care responsibilities pertaining to community service provision.
- Proven good organisational skills in coordinating and administering service implementation and delivery.
- Proven ability to proactively respond to concerns of customer's health and well-being.
- Demonstrable respectful, non-judgemental and empathetic attitude with a commitment to customer's right to participate in planning and managing their support.
- Knowledge of issues involved in supporting and caring for older people in the community and the ageing process.
- Understanding of wellness and reablement philosophies.
- Demonstrated ability to appropriately use initiative and be self-directed.

#### **Customer Service**

- Demonstrable positive customer service skills with a high level of communication and interpersonal skills.
- Previous experience in dealing with people with diverse value systems, cultural differences and special needs (desirable).

#### **Staff Coordination and Teamwork**

- Ability to work and communicate collaboratively and enthusiastically to provide positive leadership to a team of staff/volunteers.
- Previous experience in supervising and providing feedback to staff.
- Able to work in partnership with customers and other staff to achieve positive outcomes.
- Willingness to provide an advocacy role to vulnerable people as required.

#### **Communication**

- Proven good interpersonal skills including the ability to engage with a variety of people both face to face and over the phone.

#### **Administration**

- Proven administrative skills within a service coordination / delivery context.
- Sound initiative and ability to prioritise multiple tasks.
- Proven high level of organisation skills with the ability to maintain composure when under tight timeframes.

#### **WH&S**

- WH&S knowledge and skills suitable for the position.

#### **Cultural Fit**

- Work within a team environment in accordance with AnglicareSA values.

## My dedication and commitment

Job holder Signature: ..... Date .....

Print Job holder Name: .....

General Manager, Aged Care Services Signature: .....

Date: 17/10/18 .....