**Position Description**

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| **POSITION TITLE:** | **Support Facilitator (HCP)** |
| **DEPARTMENT:** | GoCo - HCP Team |
| **AWARD BAND AND LEVEL:** |  |
| **SALARY GRADE:** | **12** |
| **LAST REVIEW DATE:** | January 2020 |

**POSITION REPORTS TO:**

GoCo HCP Team Leader

**POSITIONS REPORTING TO THIS ONE:**

Nil

**INTERNAL LIAISON:**

GoCo Team

GoCo Volunteers

GSC Departments

**EXTERNAL LIAISON:**

GoCo Suppliers

GoCo Clients/representatives

Community Care Services

Other external stakeholders

**DEPARTMENT OBJECTIVES:**

Today we specialise in providing personalised care and support for people who want the freedom to live independently in the comfort of their home.

**SECTION OBJECTIVES:**

GoCo aims to assist elderly people, people with moderate to severe disabilities and carers with complex needs to live a life of their choice and prevent inappropriate institutionalization.

**POSITION OBJECTIVES:**

The objectives of this position are to:

* Manage a caseload of Home Care Package consumers whilst achieving a break-even brokerage budget.
* To deliver supports using Support Facilitation methods reflect models of best practice, use of theory and evidence. Additionally, support facilitation should be underpinned by the Aged Care Quality Standards.

**MANAGEMENT PLAN REFERENCE:**

**KEY RESPONSIBILITIES:**

1. Develop Care Support Plans for consumers, considering the needs of their carers, in consultation with the GoCo HCP Team Leader to achieve optimum outcomes for consumers and meet GoCo’s, Council and funding bodies’ standards.
2. Follow Council’s and GoCo’s standards, policies and procedures in all work activities.
3. Manage assigned consumer and agency resources efficiently and effectively through achieving a break-even budget consistent with accepted accounting standards.
4. Work towards GoCo’s consumers receiving equitable access to the service regardless of geographical location, membership to a particular social group or any other factor which may have the potential to result in marginalisation.
5. Report regularly to the GoCo HCP Team Leader through formal and informal support and supervision to ensure work practices, service provision and legislative requirements meet best practice standards.

**TASKS:**

Provide an appropriate level of support to consumers and their carers through following duties:

1. Develop care and support plans that support the lifestyle choice of the customer to remain at home and in the community.
2. Quality service provision and optimum consumer outcomes are achieved by seeking out feedback from clients, carers and service providers.
3. Support facilitation is provided in a manner that provides the consumer with options information and choice whilst ensuring confidentiality, privacy, dignity, rights and endeavour to protect from discrimination or abuse. This also includes fulfilling requirements in relation to mandatory reporting (ie child protection and elder abuse).
4. Service provided is negotiated directly with the consumer and/or carer (where appropriate) to ensure that it is flexible and culturally appropriate and based on Consumer Directed Care principles and achieves productivity goals.
5. Monitor and report on service delivery, individual package budgets and fees income whilst ensuring a break even budget for each package.
6. Maintain accurate up to date information on Customer Information Systems and file notes.
7. Complete reports as required for Management, Funding Department, etc.
8. Be available to back fill staff positions as required.
9. Actively participate and comply with GoCo reporting and quality requirements
10. Networking and marketing of GoCo services as required.

**DELEGATIONS:**

As provided under separate delegation instrument for the incumbent.

**CORE COMPETENCIES AND ACCOUNTABILITY:**

All Council employees are required to achieve and maintain an acceptable level of competence in the following areas. Assessment will be ongoing with a formal review to occur annually.

In carrying out their duties employees must at all times:

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| **No.** | **Competency** | **Yes** | **No** | **Comment** |
| 1 | Demonstrate knowledge of Council’s purpose, structure, values and services. |  |  |  |
| 2 | Display a customer focused attitude both internally and externally |  |  |  |
| 3 | Communicate in a clear and concise manner |  |  |  |
| 4 | Deliver a high quality service and seek ways to improve work processes |  |  |  |
| 5 | Co-operate with other employees and assist in enhancing team morale. |  |  |  |
| 6 | Demonstrate and maintain a high level of integrity and confidentiality. |  |  |  |
| 7 | Actively discourage all forms of discrimination and harassment. |  |  |  |
| 8 | Demonstrate an understanding of Council’s Occupational Health and Safety policies and procedures and conform to all OHS requirements of the job. |  |  |  |
| 9 | Seek to improve performance by gaining new skills and knowledge through training and education. |  |  |  |

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| **Assessed Core**  **Competency Level** | **E** | **1** | **2** | **3** | **4** | **Date** |

**PERFORMANCE OBJECTIVES:**

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| **Objective** | **Tasks** | **Performance Measures** |
| Manage a caseload of Home Care Package consumers whilst achieving a break-even brokerage budget. | * Monitor and report on individual package budgets and fees income whilst ensuring a break even budget for each package. * Maintain accurate up to date information on Customer Information Systems and file notes. * Complete reports as required for Management, Funding Department, etc. | * Monthly budget reports show that clients budgets are being utilised in accordance to Departmental guidelines and Local Government standards. |
| To deliver supports using Support Facilitation methods reflect models of best practice, use of theory and evidence. Additionally, support facilitation should be directed by the Aged Care Quality Standards | * Develop care and support plans that support the lifestyle choice of the customer to remain at home and in the community. * Quality service provision and optimum consumer outcomes are achieved by seeking out feedback from clients, carers and service providers. * Support facilitation is provided in a manner that provides the consumer with options information and choice whilst ensuring confidentiality, privacy, dignity, rights and endeavour to protect from discrimination or abuse. * Service provided is negotiated directly with the consumer and/or carer (where appropriate) to ensure that it is flexible and culturally appropriate and based on Consumer Directed Care principles and achieves productivity goals. | * + - * Compliance with Aged Care Quality Standards shown in benchmarked internal and external audit results. * Over 70% respondents indicate they are satisfied with the quality of service received * Evidence of consumer re-enablement goals being met |
| Actively participate and comply with GoCo reporting and quality requirements | * Report directly to the GoCo HCP Team Leader in agreed format. * Prepare appropriate statistical data, returns and reports as required. * Continually review, and proactively provide feedback on the effectiveness and appropriateness of policy, procedures and QA systems * Active participation in the development and delivery of GOCO marketing and promotion with relevant stakeholders and community groups. * Willingness and ability to travel regularly throughout the New England Aged Care Planning Region. * Perform other duties as required | * Evidence of satisfactory performance in Gunnedah Shire Council Annual Performance Evaluation and Support and Supervision minutes. |

**POSITION SPECIFIC COMPETENCIES AND ACCOUNTABILITIES:**

**Authority and accountability:** Responsibility as a trainer/co-ordinator for the operation of a small section which uses staff and other resources, or the position completes tasks requiring specialised technical/administrative skills.

**Judgement and problem solving:** Skills to solve problems which require assessment of options with freedom within procedural limits in changing the way work is done or in the delegation of work. Assistance may be readily available from others in solving problems.

**Specialist knowledge and skills:** Positions will have specialised knowledge in a number of advanced skill areas relating to the more complex elements of the job.

**Management skills:** May require skills in supervising a team of staff, to motivate and monitor performance against work outcomes.

**Interpersonal skills:** In addition to interpersonal skills in managing others, the position may involve explaining issues/policy to the public or others and reconcile different points of view.

**Qualifications and experience:** Thorough working knowledge and experience of all work procedures for the application of technical/trades or administrative skills, based upon suitable certificate or post-certificate-level qualifications.

**PHYSICAL REQUIREMENTS OF THE JOB:**

The following table represents the physical environment in which jobholders will be required to operate under normal circumstances based on average daily exposure to the nominated tasks. Additional tasks / requirements can be added.

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| **WORKING CONDITIONS / PHYSICAL REQUIREMENTS** | | | |
| Manual tasks Hw | 0 | Work Indoors | 3 |
| Manual tasks Lt | 1 | Work Outdoors | 1 |
| Repetitive lifting | 0 | High temperatures | 1 |
| Trunk twisting | 0 | Low temperatures | 1 |
| Extended standing | 0 | Operate machinery | 0 |
| Extended kneeling | 0 | Sun protection | 1 |
| Extended reaching | 0 | Safety boots/shoes | 0 |
| Elevating arms above shoulder | 0 | Respirator | 0 |
| Climbing into and from excavations | 0 | Ear protection | 0 |
| Crawling | 0 | Eye protection | 0 |
| Shovelling/digging | 0 | Safety helmet | 0 |
| Frequent bending | 0 | Work at heights | 0 |
| Extended sitting | 2 | Confined spaces | 0 |
| Extended walking | 0 | Extended vibration | 0 |
| Loud noise exposure | 0 | Extended driving | 2 |
| Work on uneven ground | 0 | Extended computer use | 3 |
| Colour vision | 1 | Exposure to chemicals | 0 |
| Depth perception | 0 | Exposure to Hepatitis | 0 |
| Balance | 0 | Fine manipulation | 0 |
| High traffic exposure | 0 | Working around operating machinery | 0 |
| Exposure to snakes | 0 | Walking in long grasses/low visibility | 0 |
| Client home visits | 3 | Exposure to aggression and violence | 1 |
| Exposure to alcohol/drug abuse | 1 | Working in remote/isolated areas | 1 |
| Provision of outreach services | 2 | Emotional/traumatic stress | 1 |

**The Rating system used is:**

0 = No exposure / requirement

1 = Low exposure / requirement

2 = Medium exposure / requirement

3 = High exposure / requirement

**RECRUITMENT SELECTION CRITERIA**

**ESSENTIAL**

1. Diploma in Case Management, or a related discipline, and minimum 2 years casework experience.
2. Demonstrated commitment to supporting people to improve their quality of life and ability to live independently.
3. Well-developed communication, negotiation and teamwork skills.
4. Demonstrated capacity to effectively communicate with vulnerable people and their carers and with people of Aboriginal and Torres Strait Island descent.
5. Understanding of and commitment to Cultural sensitivity.
6. Ability to develop, implement and monitor a break even budget.
7. Computer literacy.
8. Current driver’s license and a willingness to travel.
9. Understanding of and commitment to WH&S and Equal Employment Opportunity principles.

**DESIRABLE**

1. A Degree in Social Work, Social Science or working towards same
2. Demonstrated commitment to the use of theory, evidence based practice and accepted best practice models in service delivery.
3. Current First Aid Certificate or willingness to undertake training.

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| ***Note that signing the PD indicates an agreement and acceptance of the content as at the date of signing.*** |

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| **HR ACTION** |
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