POSITION DETAILS

Position Title:	Care Partner
Division:	Community Services
Reports To:	Team Leader – Care Partner
Responsible to:	General Manager
Location:	Head Office
Date:	November 2026

MAIN PURPOSE OF POSITION

The role of the Care Partner is to provide quality care to all clients. This will ensure the continued success of the Support at Home Programs at Co.As.It. and the overall coordination of the team.

Support at Home Services (SAH) are designed to assist older Australians to remain living in their own homes. These packages will be delivered on a consumer directed care basis to enable consumers to have choice and flexibility in the way that their care and support is provided at home.

KEY ROLES AND RESPONSIBILITIES

Case Management

- Conduct initial assessment and prepare necessary care plans for clients.
- Formally review client care plans on an annual basis to ensure compliance to standards of care for quality review;
- Monitor, evaluate and review care plans as required by client care needs;
- Liaise with and refer to allied health, dementia and continence services and other medical practitioners as required;
- Advise rostering team of client needs;
- Create client HCM profile including rostering plan within 2 business days of initial assessment;
- Ensure all services are addressing client needs according to care plan;
- Networking with other services including ACAT and CHSP providers to ensure that the service is relevant to the needs of clients;
- Ensure follow-up is in place within 1 business day of receiving enquiries or referrals;

Administrative

- Assist the Team Leader in the preparation of letters, submissions and monthly report for the Head of Community Services;

- Undertake (set-up and follow) administrative procedures and systems necessary for the smooth running and development of the case management;
- Ensure that accurate records, accounts and reports are kept for community care services following the Aged Care Quality Standards;
- Manage all community care complaints and follow Co.As.It. Policies and Procedures;
- Action community care incidents as per Co.As.It. Policies and Procedures;
- Actively participate in the promotional plan for support at home services;
- Assist the Team Leader and Head of Community Services in the development of quality improvement processes.

Supervision, education and training of staff.

- Encourage teamwork and foster good communication with staff, clients, relatives, medical practitioners, allied health professionals and the community which the program services;
- Chair and coordinate staff meetings as per set calendar;
- Ensure the provision of ongoing support to Community Care Workers in regards to Care Plans and set goals;
- Provide appropriate information, advice and support to staff with regard to the service activities and target group;
- Assisting in the development of a training calendar for Community Care Workers.

Networking.

- Promote and facilitate access to relevant services for our clients;
- Initiate, develop and maintain ongoing contact and liaison with other specified organisations with a focus on services to the CALD community;
- Be up-to-date with current policies, changes to Government policy and ageing target groups. Research and recommend prompt action by Co.As.It.

Other

- Be responsible for implementing and monitoring relevant and appropriate EEO, WHS, Privacy and Confidentiality Policies and the Ethnic Affairs Priority statement;
- Abide by all Co.As.It. policies and procedures in daily work activities;
- Any other duties relevant to the service and organisation.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Care Partner needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services in the community and aged care sector.

These relationships include:

- The Co.As.It. Board of Directors, the General Manager and the senior management team;
- Staff within the Community Care Division, including Care Partners and Community Care Workers;
- Community Development and Counselling staff;
- Finance Team;
- Human Resources Team;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Funding bodies;
- Public and private health and community organisations concerned with the service provision to the Italian community;
- Committees and conferences of government and other stakeholders.

CHALLENGES/PROBLEM SOLVING

Major challenges of the position include:

- Managing a number of people and stakeholders concurrently;
- Achieving milestones to the required standards, targets, budgets and timelines;
- Fully understanding the issues and exercising judgement when representing Co.As.It. on external committees and consultations;
- Working flexibly and adaptably to support programs and direction of Co.As.It.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to support at home services;
- Approval of changes to care plans and services;
- Content of advice and information provided to the Team Leader Case Management.

Decisions that are referred to a supervisor include:

- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Staff noncompliance with policies and procedures;
- Staff noncompliance with values and Code of Conduct;
- Major policy issues or conflicts arising in the course of work;

- Approval of Departmental reports, tenders and annual work plans;
- All expenditure;
- Recruitment;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- Oversee and ensure that all Departmental requirements and Co.As.It. Policy and Procedures are met for the allocated support at home area including:
    - Establish a rolling twelve month calendar of Client care plan reviews;
    - Ensure accuracy of all relevant procedure relating to care planning documentation. Monitor and report against agreed remedial action required;
- Ensure client individual budgets have sufficient funds to deliver the care plan;
- To comply with Aged Care Quality Standards;
- Ensure the use of shared resources and Community Care Workers for the benefit of clients.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

Essential

- Degree in social work, social welfare, nursing or significant experience in a similar role in a community or aged care setting;
- Knowledge of the common physical, psychological and social issues affecting frail older people and people living with dementia

- Demonstrated ability to conduct programs for older people and people from CALD backgrounds;
- Demonstrated understanding of issues affecting older people from culturally diverse communities;
- Demonstrated understanding of the Australian Government funded aged care system;
- Demonstrated staff supervision skills
- Highly developed interpersonal and communication skills, including ability to undertake complex negotiations and develop networks, relationships and partnerships with internal and external stakeholders;
- Proven high level organisational, leadership and motivational skills;
- Possession of conflict resolution and negotiation skills;
- Ability to meet deadlines on a daily basis, manage competing priorities and tasks and delegate effectively;
- An ability to participate in the quality improvement process;
- A commitment to working with people from CALD backgrounds;
- Fluency in English;
- Current Drivers Licence;
- Understanding of, and commitment to, Work, Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

Desirable

- Fluency in Italian

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....