



Position Description

Care Advisor

**Wesley Mission Home & Residential Care
October 2021**

Agreement

Name – Manager

Name – Employee

Signed – Manager

Signed – Employee

Date

Date



Care Advisor

Wesley Mission Home & Residential Care

1 Purpose of role

The Care Advisor owns the relationship with their clients, providing case management under the Home Care package program. They promote Wesley Mission as a provider of choice and contribute to the growth of Wesley Mission Home Care package program by signing up new clients. The Care Advisor works closely with clients and their representatives to complete high quality assessments and reviews and to understand the client's goals and Home Care needs. The Care Advisor collaborates with the client and their representatives to build an individual care plan and budget. The Care Advisor is the central point of all communications regarding their Home Care package clients and needs to work effectively with internal departments and external supports to meet their client's needs.

2 Relationships

Reports to: Operations Manager

Direct reports: Nil

3 Major role responsibilities

3.1 Our clients

- Communicate with potential new clients to promote Wesley Mission and demonstrate the benefits that would flow from choosing us as their provider
- Complete a comprehensive initial assessment to understand the person's needs and goals
- In collaboration with the clients and their representative/s develop a care plan, budget, and schedule of supports
- Ensure that all Wesley Mission documentation and data entry processes are correctly completed so that services can be scheduled effectively and billed correctly
- Effectively manage any complaints and incidents, investigating as required and escalating when needed to resolve these appropriately
- To ensure all clients' review and reassessment completed when there is a change in need or according to Wesley Mission requirements
- Seek regular feedback from your clients and representatives to understand their experience of Wesley Mission services and to identify areas of improvement

3.1.1 Performance Measures

- Achieving and/or maintain the target case load numbers
- Client budgets managed effectively, (Target spend = 90% to 100% budget)
- Audits show that documentation and care plans meet the quality standard required by Wesley Mission
- Achieve satisfactory levels of client retention
- Feedback from clients shows satisfaction with their Care Advisor

3.2 Our people (our team)

- Ensure a safe and healthy work environment through identifying and reporting hazards, incidents and accidents
- Ensure a good quality assessment of each client's home environment to determine whether it will be a safe work environment for our Support Worker team, removing or mitigating any risks identified in alignment with Wesley Mission policies and procedures

- Participate in the building of a positive workplace culture through effective communication with other team members
- Ensure care plans and associated support schedule information is clearly articulated to enable Roster Centre and Support Worker team members to effectively and successfully carry out their duties

3.2.1 Performance Measures

- All Home Safety Checks are completed correctly, and any identified hazards removed or successfully mitigated prior to the commencement of services
- All reports of hazards or incidents during client services are correctly investigated, escalated, rectified and resolved as per Wesley Mission policies and procedures and within relevant time frames

3.3 Our operations

- Participate in service audits and continuous improvement activities as directed by your manager
- Manage your time effectively to deliver on all key responsibilities of the role
- Effectively represent the Wesley Mission brand at any external events such as training sessions, provider network meetings and community events
- To participate in team meetings, training session and coaching with your manager as indicated

3.3.1 Performance Measures

- Audits are completed as required with effective participation from the care advisor
- Positive feedback received when sought by manager on presentation at external events
- Attendance recorded at required meetings, training sessions and coaching

3.4 Our financials

- Achieve/maintain agreed caseload numbers
- Manage Home Care Package budgets effectively to prevent overspend or underspend

3.4.1 Performance Measures

- Caseload targets are achieved or maintained
- Caseload budgets are within target or are progressing towards target as per plan agreed with your manager

4 Professional responsibilities

- As directed, undertake other activities to support the delivery of the Wesley Home Care Package program and Wesley Mission Strategic Plan, as requested by your manager
- Be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with during employment
- In relation to Wesley Mission and the Uniting Church in Australia, attend relevant functions, meetings, seminars, training courses as directed by your manager
- Participate on an annual basis in Wesley Mission's Employee Contribution and Development process
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission