

Position Description

Client Service Partner

Social Community Home Care and Disability Award 2010 Classification	SACS Level 3
Reporting To	Client Services Co-ordinator
Directly Supervising	Volunteers

Position Purpose

The Client Service Partner will enhance the quality of our client's experience whilst promoting their health, wellbeing and continuity of care. This position works collaboratively with clients and key stakeholders to provide individualise case management. Client Service Partner plays a key role in promoting the client's goals and wellness outcomes.

Relationships

Internal

With:

- Chief Executive Officer
- Team Leaders
- Community Care Team
- Corporate Services Team
- Neighbourhood Team
- Volunteers

External

With:

- Consumers and community
- Suppliers and Sub-Contractors
- Community Based Networks
- Other Aged Care service providers

Key Responsibilities

- Maintaining high quality assessment and care planning documentation;
- Conducting client telephone assessments and reviews with clients and their families / representatives in accordance with the guidelines;
- Fostering respectful relationships with clients to fully understand their needs and ensure our services are reflective of person-centred practice and the Aged Care Quality Standards;
- Ensuring the day to day wellbeing of our clients
- Working collaboratively with other team members, community organisations, allied health providers and service agencies to ensure the best outcome for the client and their care;
- Managing client feedback and complaints regarding service delivery in line with internal policies and reporting to team leader or Aged Care Manager for remedy as required
- Setup and on-boarding of clients including the implementation of individual service agreements according to CareWays procedure, entering into the CMS system and within the government Medicare portal
- Organise the supplies, products and services to support the implementation of each package
- Generate monthly consumer statements for each Home Care package
- Perform all clerical and administrative functions associated with the client's including scheduling appointments, organising and maintaining paper and electronic files
- Deliver excellent customer service, attending to enquiries from clients, volunteers, the general and supplier and sub contractor documentation public and other visitors
- Carry out all responsibilities with Meals on Wheels
- Collect and collate information for statistical reporting

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- Contribute to the continuous improvement of the workplace
- Understand, follow and provide input into organisational policy and procedures
- Keep up to date the skills and knowledge necessary for the effective performance of the role
- Assist with and undertake special project work as requested, including research and reporting
- Carry out other duties as business needs arise or directed

SELECTION CRITERIA

Essential Criteria

Qualifications

- Relevant tertiary qualifications at Degree/Associate Diploma/certificate 3 level/and or 4 years' experience in a similar position

Licences and Clearances

- Current drivers' licence
- Working with children check
- Criminal History check

Skill Requirements

- Highly developed interpersonal, communication skills and emotional intelligence with the proven ability to foster relationships and connect with internal and external stakeholders
- Exceptional skills in procurement and contract management
- Exceptional written and verbal skills
- Good negotiation skills
- Accurate data entry skills and computer literacy in MS Office

Experience Requirements

- Experience in service development, and driving continuous quality improvement and practice and service excellence aligning to Aged Care Quality standards
- Ability to work as part of multi-disciplined team
- Demonstrated experience in Home Care service delivery, procurement and contract management

Knowledge Requirements

- Demonstrated understanding of the Aged Care reform, Aged Care Standards, the sector and people who are aging in the community
- Experienced in case management preferably within the home and community care sector with advanced knowledge of person-centred care
- Empathic understanding of the client/consumer target groups, including indigenous and cultural groups
- Knowledge of relevant resources in the community
- Knowledge of Aged Care service provision including demonstrated knowledge of Aged Care Quality Standards
- Good understanding of WHS protocols and risk assessment

Other Requirements

- COVID-19 vaccination

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Desirable Criteria

- Access to a reliable vehicle when a CareWays vehicle is unavailable.

Expectations

- To display informed affinity with the vision, values and mission of CareWays Community

Additional Information

CareWays has a smoke free environment policy for all property and motor vehicles

Name:	Name:
Signed by Employee:	Signed by Supervisor:
Date:	Date: