

**ROYAL SOCIETY FOR THE BLIND**

## POSITION DESCRIPTION

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**TITLE : AGED CARE SUPPORT FACILITATOR**

**DIVISION: COMMUNITY SERVICES**

**APPROVED BY: EXECUTIVE MANAGER, COMMUNITY SERVICES – Mar 2021**

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**MAIN PURPOSE**

Responsible to the Intake Coordinator or delegate, the role within the Intake Team is to effectively initiate outbound contact with clients eligible for Commonwealth Home Support Programme (CHSP) funded services on a routine basis for service reviews or specific projects.

**Principal Accountabilities**

* Support existing clients eligible for CHSP funded services to engage with RSB services, by confirming eligibility, identifying, or updating client goals, discussing appropriate RSB support services with clients and with consent, initiating or updating CHSP support plans and initiating referrals to services.
* Timely and accurate client and service documentation to meet RSB and aged care funding requirements, as documented in RSB policies and procedures.
* Engaging with clients and client representatives in a positive, client centred, supportive manner that:
* creates an enjoyable conversation for clients,
* fosters open discussion on support needs and how RSB can assist, and
* maximises appropriate referrals to RSB services.

**Working Relationships**

* Reports to the Intake Coordinator and is a member of the Intake Team.
* Consults with allied health professionals within RSB, including occupational therapists, orientation and mobility instructors and adaptive technology specialists regarding individual client difficulties and challenges.
* Liaises with other Intake Team members regarding individual client referrals, including requesting quotes for clients no longer eligible for CHSP funded services, My Aged Care referrals for clients with new supports needs for additional CHSP service types and to provide support as required.
* Liaises with the Aged Care Liaison Manager regarding client and service issues for continuous improvement in CHSP funded service delivery.
* In consultation with the Intake Coordinator, receives training and instructions from, and provides feedback to, the Aged Care Liaison Manager regarding routine service reviews and specific project activities.
* Attends Intake Team meetings to contribute towards team decisions, continuous improvement activities and information sharing.

**Duties**

* Subject to policies and procedures, initiates contact with existing clients previously identified as eligible for CHSP funded services to:
* Confirm eligibility for CHSP funded services and advise options for ineligible clients,
* Ensure CHSP obligations such as specific CHSP consents and Charter of Aged Care Rights have been discussed with clients and documented as required,
* Undertake functional assessment to identify any support needs and apply RSB service knowledge in developing creative options that can be met by RSB services,
* With client consent, discuss client support goals to be documented in a CHSP support plan and appropriate service referrals to meet identified support goals.
* Discuss risks in the home, or other location in which clients reside, relevant to future RSB services (home visit risk assessment)
* Ensure all client information needs have been met prior to concluding contact.
* Timely, detailed, and accurate documentation of all aspects of the client communication, assessments, support plan details and requirements are documented in CRM.
* Where appropriate and with client consent, liaison with other stakeholders regarding the client service delivery requests.
* Timely initiating of service referrals and other tasks arising from client communication.
* Undertake short-term outbound client contact projects as required.
* Support other Intake Team members under direction of the Intake Coordinator or delegate.
* Undertake other duties appropriate to the nature of the role and person specification, as directed.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with RSB’s Human Resource (HR) policies and procedures, including (but not limited to), RSB Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of RSB quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Undertake your duties and responsibilities in a safe and proper manner that observes RSB’s Work Health and Safety (WHS) policies, procedures and operating practices and do not expose yourself or others to any risk of injury.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.
* Undertake any other duties as required by the Executive Manager, Community Services.

**PERSON SPECIFICATION**

## Essential Skills Criteria

* Excellent interpersonal and communication skills, including the ability to relate to persons of all ages, including those with a disability.
* Demonstrated ability to communicate using plain language and engage with people in a positive, client centred and supportive manner.
* Excellent organisational skills with an ability to prioritise and complete work within established deadlines.
* A proactive approach to problem solving for addressing client support needs.
* Ability to recognise and manage client needs within the context of organisational responsibilities, service capability and funding obligations.
* High level of computer proficiency, including Microsoft Office, SharePoint and use of client management systems.
* Disability Certificate IV, Aged Care Certificate IV or similar qualification that includes care coordination or case management.

**Desirable Skills Criteria**

* Experience working in the Disability or Aged Care Sector.
* An understanding of eye conditions and how they impact on an individual.
* Experience working with people from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander (ATSI) backgrounds.

# KEY PERFORMANCE INDICATORS

* All clients contacted who remain eligible for CHSP funded services have all required documentation complete and accurately recorded on the day of contact.
* Community Services workers involved in delivery of client service requests have enough accurate information to enable effective service delivery for first client engagement; no surprises or unidentified risks and the client does not have to repeat significant amounts, or type, of information already provided.
* Eligibility criteria used to determine client eligibility for CHSP funded services is up to date and correctly applied.
* Policies and procedures related to the role’s duties are followed and any ambiguities are clarified with management.
* Client satisfaction with contact, information provided and client service access.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**