

Employee Position Description



Job Title: Support Advisor		Reports To: Customer Engagement Manager	
Department Name: Community Aged Care		Department Code 050	Cost Centre 051-2330
Work Area: Operations		Work Area Code	Initial Work Location
Enterprise Agreement [EA] Yes	Name of Enterprise Agreement SCHADS		Classification [per EA] SACS 2.HC.L5.P2
Incumbent N/A		Job Description Updated	Date Effective August 2024

Primary Purpose of Job

A Support Advisor is responsible for assessing the needs of the aged who seek support for a range of social and health needs. Considering needs, aspirations, choices, expectations, motivations, preferences, values and financial impact, they evaluate the best fit service options, aids and other support to develop a care plan. They navigate the demands and expectations of different stakeholders against the backdrop of organisational and other constraints. Working across all funding options and customer sources they are expected to create plans with consideration for costs, benefits and available funding, and to model these options for discussion with customers. The support advisor has a critical role in advocating and gaining commitment to the uptake of Jewish Care Services.

Values

Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:

Inclusion	We embrace diversity and work together for a just and equitable society.
Community	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
Respect	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
Social Responsibility	Behaving ethically, with sensitivity and acting in the best interests of all.

Dimensions

Direct Reports	Indirect Reports Nil	Budget Financial Responsibility \$TBA	Delegated Financial Authority \$TBA
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Role Balance

People – <u>percentage</u> of time getting things done through others 25%	Scheduling – <u>percentage</u> of time planning, coordinating 30%	Technical – <u>percentage</u> of time delivering based on knowledge and skills 45%
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Key Outcomes	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here" Responsible = "The doer"</i>
Jewish Care Values	<ul style="list-style-type: none"> • Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making. • Adhere to the organisation's practice and behavioural guidelines in relation to the appropriate treatment of children. • Adhere to the organisation's Code of Conduct. • Report any suspicions, concerns, allegations or disclosures of alleged abuse to management.
Support Advisor delivers relevant advice, based on the client's specific needs	<p>The Support Advisor:</p> <ul style="list-style-type: none"> • Works collaboratively with the Community Aged Care to ensure services and care are delivered as coordinated with the client and/or their representative. • Uses their understanding of the target population and their needs as well as the range of service opportunities to develop a tailored care plan • Develops Care Plans that are safe, timely, effective, efficient, equitable, and client-centered. • Actively promotes the uptake of Jewish Care services that match client needs, goals and preferences • Takes professional responsibility for care recipients interface with the service system, including advocacy. • Demonstrates compassion and empathy when negotiating with clients, including ethno-specific groups and trauma survivors. • Ensures effective and efficient assessments are utilised when determining the appropriate scope of care.
Contributes to Program and Service Development	<p>The Support Advisor</p> <ul style="list-style-type: none"> • Will maintain comprehensive knowledge of the current and emerging evidence and trends in regards to healthy ageing, wellness and re-ablement • Is responsible for the ongoing development of procedures, planning and reviewing of care recipient services. • Plans and implements innovative health programs designed to meet the identified needs of target group care recipients / Special Needs Groups.
Acknowledges resource limitations	<p>The Support Advisor</p> <ul style="list-style-type: none"> • Balances financial and other constraints against the customer needs and expectations • Actively seeks out alternative programs and funding streams to support the client in achieving their goals • Works collaboratively with the Community Aged Care team to ensure the correct supply and mix of health specialists to deliver the agreed products and programs • Works collaboratively with Social services, health and governmental agencies are notified of planned absences as required

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Key Outcomes		Key Accountabilities and Responsibilities	
		<i>Accountable = "The buck stops here" Responsible = "The doer"</i>	
Key Performance Indicators		<ul style="list-style-type: none"> Support Advisors are skilled and educated to meet the customer and business needs Prospective clients are communicated with, within one business day of making enquiry Prospective clients are visited within 48 hours of initial contact Clients are assessed annually at a minimum, or directly following an incident or hospital stay or when requested by themselves / representative / family Clients are supported to access a Home Care Package or additional funding when required 	
Team Member		<ul style="list-style-type: none"> Perform work safely and complete tasks on time, on budget and in accordance with expectations. Concentrate and collaborate. Question, debate, review with leader and peers. Develop career goals and initiate career conversations with next up manager. Commits to ongoing self-education in the areas of care coordination and professional development. Actively seeks feedback on their performance. Participates in ongoing professional development and supervision in accordance with Jewish Care priorities. 	
OHS		<ul style="list-style-type: none"> Be pro-active in caring for the health and safety of all people within our work environment. Ensure all appropriate actions are taken to implement Jewish Care OHS processes, procedures, work instructions, training, and legislative requirements. Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care. 	

Key Relationships	
Internal	<ul style="list-style-type: none"> Specialist Services Team Customer Engagement Team Business Information Team
External	<ul style="list-style-type: none"> Other Home Care agencies Professional network groups Community groups

Role Required Capabilities

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<p>Skills (the technical skills to do the job at a high level of accomplishment)</p>	<p>Essential</p> <p>Ability to:</p> <ul style="list-style-type: none"> • Critically analyse information gathered during initial assessment phase and apply it in the formulation of a plan. • Establish customer needs based on level of care and services required, discussion with the client and other stakeholders and analysis of resource availability and constraints. • Work effectively within a broader organisation. • Demonstrate effective oral and written communication skills including displaying empathy, negotiation and objection handling. • Provide services with respect for the autonomy, dignity, privacy and rights of the client. • Appropriately communicate changes in condition, social circumstances or eligibility, when identified, to appropriate department/person across both internal and external stakeholders. • Demonstrate technological competency skills necessary to perform job skills (Word, Excel, and established record system). <p>Desirable:</p> <ul style="list-style-type: none"> • Strong influencing skills.
<p>Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Knowledge of aged care environment and emerging issues • Up to date knowledge of assistive and other technologies that support aging. • Tertiary Qualifications in Human Services, Nursing, Allied Health, Health Management or similar.
<p>Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Delivery of programs in a community setting. • Experience in effectively utilising existing community resources in providing care/services to meet needs and goals. • Experience in community aged care re-ablement programs. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in commercial health sector. • Marketing/sales within the human services sector.
<p>Pre-Requisites</p>	<ul style="list-style-type: none"> • Australian Police Check • International Police Check (where relevant) • Working with Children Check (if required) • Disability Worker Check (if required) • Commitment to providing professional and safe services to all residents and clients, including children and young people • Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury • Unrestricted right to work in Australia (Visa evidence required)

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Employee Position Description



Signature:

Date:

A signed copy of the position description must be returned to:
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or P&D@jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTIQ+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.



Jewish Care is an accredited Safeguarding Children organisation. The welfare and safety of all children and young people is a priority.