

Care Partner – Clinical

Position Title:	Clinical Care Partner
Reporting to:	Services Manager
Location:	Flaxton or Gympie
Status:	Permanent

The Organisation

Blackall Range Care Group is a Not-for-Profit Aged Care provider. We are recognised as leaders in the community for the delivery of exceptional Aged Care and Disability Services. Working in the community with the community to provide in-home services such as personal and domestic assistance, clinical and Allied Health support, respite and social engagement, transport and much more.

Functions of the Role

The Clinical Care Partner (CCP) provides valuable support to clients under the Support at Home Program funding, ensuring clients receive services and supports in line with their Restorative Care and End-of-Life Care pathways. This role will ensure clients are supported to maintain or increase their independence and manage new or changing age related conditions. CCP's will also be responsible for Classification 7 & 8 clients and provide clinical advice and oversight to the Care Services Team Members who have clients with clinically complex requirements.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct;
- Maintains professional and technical knowledge by participating in training and development activities;
- Represents the organisation as the first point of contact via a range of communication methods;
- Contributes effectively to team effort by accomplishing related results as needed;
- Always maintains a high level of professionalism.

Duties and Tasks

- Coordinates with a multidisciplinary team to deliver clinical oversight and coordination of services under the Restorative and End-of-Life funding pathways;
- Accurately records Care Management activities for auditing and claiming purposes;
- Links with State and Territory Palliative Care funding;
- Creates measurable and complex short term goals and plans to restore and improve independence and function;
- Works closely with non-clinical Care Partners to provide holistic continuity of care;
- Provides service planning and management, monitoring, review and evaluation, support and education, in scope clinical assessments, short- and long-term budgeting plans, long term recommendations and exit plans for short term funding pathways where required.

- Ensures that clients are encouraged to actively participate in their care to maintain their independence;
- Ensures that the handling and storage of client information and records is in line with organisational standards, confidentiality and other organisational policy and commercial-in-confidence procedures;
- Acts as a client advocate with other service providers when required;
- Promotes the organisation's services and gains commitment from prospective clients while making recommendations that will best benefit the client;
- Manages service delivery admissions, discharges, queries, requirements and/ or issues in relation to all levels of client care;
- Conducts regular quality assurance visits with clients in person and over the phone to ensure highest level of care is being provided;
- Ensures care plans reflect clinical advice and monitor implementation of recommended clinical interventions;
- Creates, maintains and presents individualised budgets to clients on a quarterly basis for ongoing funding, or per episode for short term funding pathways;
- Schedules and completes annual reviews for clients including follow-up and documentation;
- Review care notes and service delivery data; proactively identify and address emerging risks or changes in participant needs;
- Conduct at least monthly care management activities and schedule formal care plan reviews at least annually or as required by program triggers;
- Support participants to undergo Support Plan Reviews or reassessments via My Aged Care, where appropriate;
- Maintain accurate, timely care notes and ensure documentation supports outcomes under the Strengthened Aged Care Quality Standards;
- Contributes to a positive work environment of inclusivity and safety;
- Supports our clients to *"Live their best life!"*

Other

- Performs other related duties as assigned by the Services Manager and ensures all deadlines are met;
- Ensures a strong customer service focus through responsive, effective customer engagement;
- Actively engages in professional developments to maintain relevant sector knowledge;
- Contributes effectively to organisational events and activities.

Key Relationships

- Services Manager
- Clinical Team
- Care Services Team
- Service Delivery Team
- Clients and Stakeholders

Key Selection Criteria

- Bachelor's Degree in either Nursing or an Allied Health field;
- Current APHRA registration mandatory (and always maintain currency);

- Ability to meet the requirements of Criminal History screening procedures;
- Two years' experience as Care Partner (Level 2 or 3), case management, or a similar supervisory position in senior aged care, disability or related service delivery;
- Ability to articulate a values framework that is consistent with the values of the organisation;
- Ability to manage competing priorities;
- Sound understanding of the principles of Consumer Directed Care;
- Sound understanding of the principles of reablement and the ability to develop care delivery goals with clients;
- Demonstrated high level of interpersonal skills and leadership including sound decision making, conflict resolution and problem solving;
- Demonstrated high level of communication skills both verbal and written and ability to utilise information technology;
- High level computer skills and ability to learn new systems quickly;
- Current Queensland drivers' licence.