



POSITION DESCRIPTION

Community Care Partner

1. POSITION OBJECTIVES

Work collaboratively with Community Care management and staff to deliver Community Care services within Banksia's model and philosophy of care, in an efficient, professional and compliant manner.

2. SCOPE

The Community Care Partner is responsible for the allocation and monitoring of resources to deliver care services to clients.

3. REPORTING

The Community Care Partner reports to the Community Care Manager.

4. DUTIES & RESPONSIBILITIES

4.1 Client Service Delivery

Main activities

- Provide support for initial assessments and documentation of new clients.
- Attend to all administrative aspects of pre-onboarding assessments and onboarding new Support at Home clients, Commonwealth Home Support Program (CHSP) clients and Private Fee for Service (PFFS) clients.
- Work with clients to create their initial individualised consumer directed care (CDC) Care Plan and Budget based on their package level.
- Ensure ongoing operation within client's individualised budget.
- Attend to assessments and care plan reviews for allocated clients in accordance with organisational policy and industry regulations.
- Document and record information relating to Support at Home Clients, CHSP clients and PFFS client care plans, observations, notes, medications, incidents and assessments.
- Request client health summary from doctors and other health professionals.
- Forward client referrals/requests to allied health professionals, ie. podiatry, physiotherapy, OT.

- Maintain client confidentiality and privacy.
- Assist Senior Care Manager/Community Care Roster Clerk with reviews when required.
- Purchasing of approved consumables in consultation with management.

4.2 Administration

Main activities

- Maintain administration requirements of client's Support at Home funding including their assistive technology and home modification funding, quarterly budget and statements.
- In conjunction with management, monitor care staff activities, performance and feedback to ensure compliance with organisational policy, procedure and standards and legislative requirements.

4.3 Direct Care Services

Main activities

- Be proactive in encouraging clients' wellness, reablement and independence and the provision of holistic care.
- Work in conjunction with management and care staff in monitoring and improving care procedures in line with best practice.
- Demonstrate a commitment to continuing professional development.

4.4 General Duties

Main Activities

- General duties as requested from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement, ie. minute taking, accounts.

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Working knowledge of client database systems.
- Working knowledge of Microsoft office and ability to adapt to sector specific software
- Experience in the aged care sector (demonstrated)
- Knowledge of the Aged Care Act 2024 (demonstrated)
- Knowledge and understanding of the Support at Home guidelines (demonstrated)

5.2 Skills

- Highly developed communication, interpersonal and problem solving skills
- Highly developed administrative skills

5.3 Attributes

- Ability to provide friendly, positive and supportive customer service to clients in a diversity of circumstances
- Highly organized, able to prioritise tasks and work to a deadline
- Able to work independently and as part of a small team
- Honest, trustworthy and reliable
- Punctual and well presented

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Certificate IV in Aged Care or equivalent (Essential)

6.2 Experience

- Minimum 2 years' experience in Aged Care Sector (demonstrated)

6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a medical assessment and maintain the ability to perform the inherent duties of the role

7. WORKING CONDITIONS

7.1 Hours of Work

Up to 76 hours per fortnight, subject to negotiation with each role and in accordance with operational requirements.

Hours and days of work are subject to change in accordance with operational requirements with core hours being 0800 – 1700 Monday to Friday.

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023. The following classification applies;

Home Care Coordinator

Pay rates:

Classification	First pay after 01/07/2026
Home Care Coordinator	\$42.00

Or as otherwise negotiated.

This is a permanent position.

Salary packaging arrangements are available for this position.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Customer Service	1. Customer service	Ability to politely, consistently and competently deal with customer enquiries by phone, in person or electronically.
2. Administration	1. Administrative tasks	Ability to allocate resources, including human and financial, to efficiently and effectively meet care plans. The extent to which the employee monitors staff performance to ensure compliance and legislative requirements are met.

3. Employee Behavior	1. Attendance and reliability 2. Teamwork 3. Company values	Extent to which the employee has maintained good attendance, been reliable and punctual. Extent to which the employee has contributed to the output and performance of the team and level of willingness to respond to and support others. Extent to which the employee has embraced and behaved in accordance with company values.
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Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management may complete a file note relating to this position.

Assessment will be conducted by the Community Care Manager and will be reviewed by the HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.