

Bellarine Community Health – Strategic Plan 2022 -2025

Purpose statement

We deliver high quality services and programs that improve the health and wellbeing of our community.

This means that we always innovate and develop what we do to align with the health and wellbeing needs of people on the Bellarine.

Guiding principles

These principles are at front of mind in all decision making and operational processes. They relate to how we see ourselves and how we will work with all those with whom we come in contact.

- We strive to become a sustainable organisation with a strategic mindset
- We value and support our staff, clients, and volunteers
- We work with our community to design services and programs to meet their needs
- We act at all times in the interests of the organisation and the community
- We are guided by best practice actions – always

Strategic Priorities

- To engage with our community across all ages, groups, and cultures so we are always responsive
- To build awareness of our organisation and our services so we are recognised and are a preferred health provider to our community
- To be a sustainable Health service responsive to our growing community
- To nurture a positive workplace culture

BCH is the largest healthcare provider on the Bellarine Peninsula with sites in 4 locations / 6 sites:

- Drysdale (2 sites)
- Ocean Grove (2 sites)
- Portarlington
- Point Lonsdale

BCH delivers and promotes health and wellbeing programs. BCH provides a range of services including allied health, community and palliative care nursing; mental health; in home care, health promotion and dental.

Position Information

Position Objective:	The purpose of the Care Partner is to support their assigned Home Care Packages (HCP) / Support At Home (SAH) participants with the provision of consumer directed, goal orientated, cost effective and evidence-based care management services. This objective will be achieved by working collaboratively with other BCH Care Partners, Program Support Officers and assigned participants to achieve positive outcomes that optimise health and wellbeing in accordance with participants' needs, goals and preferences, and to help them to live safely and independently at home.
Reports to:	Program Manager, Home Care Packages / Support at Home
Direct reports:	Nil
Program:	Home Care Packages (up to 1 July 2025) / Support at Home (from 1 July 2025)
Location:	May work across Bellarine Community Health sites

Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Employment Status:	Ongoing (Part Time, 3 days as negotiated) Probation Period: 6 months
Remuneration and benefits:	Access to excellent salary packaging provisions. Employer Superannuation at the statutory rate.
Mandatory Requirements:	<p>Bellarine Community Health expects all applicants to present evidence of the following:</p> <ul style="list-style-type: none"> • 100 point ID verification • Current Working With Children's Check • Current NDIS Worker Screening Check (if in a "risk assessed" role) • Current Police Check • Current Victorian Driver's Licence <p>Immunisation Status: COVID-19 and current Influenza Vaccination is <u>recommended</u>.</p>

Organisational Requirements	
Diversity	Commit to providing a safe and welcoming health service for everyone. We celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
Child safety	<p>Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.</p> <p>Every child has the right to live a full and productive life in an environment that builds confidence, friendship, security, and happiness, irrespective of their family circumstances and background.</p> <p>Children have the right to give their views and opinions about decisions that affect them and to be listened to.</p>
Consumer engagement	Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
Person/family Centred Approach to service provision, health promotion action and access to information.	<p>Identify, strengthen capacity, and address any barriers that prevent a consumer maximising their independence and choice in decision making about the way their services are delivered.</p> <p>Actively seek opportunities to engage with clients and where appropriate (their families) that will enable them to be autonomous including:</p> <ul style="list-style-type: none"> • Building on strengths and goals to maximise independence and individual capabilities in decision making. • Provide a voice in the management of their own health and wellbeing; and, • Look for ways to improve the health of diverse communities.
Occupational Health and Safety (OH&S)	<p>Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service</p> <ul style="list-style-type: none"> • Report any incidents or potential hazards in accordance with Bellarine Community Health policies and procedures including effective reporting via Incident management system.

	<ul style="list-style-type: none"> • Demonstrates a commitment to health and safety in line with Bellarine Community Health OHS policies and procedures, training requirements and legislative/regulatory requirements. • Evidence of compliance with OHS policies and procedures. • Participation in team meetings where key OHS issues are discussed and resolved. • Evidence of hazard and incident reporting using incident management system. • Maintains compliance with mandatory OHS training requirements.
Health Promotion	Support and contribute to the activities and projects outlined within the BCH Integrated Health Promotion Plan, as required. Implement a health promoting practice approach to service delivery that addresses the social determinants of health.
Strategy and Planning	Participate in planning processes, including program, team and individual to ensure alignment to the BCH strategic plan.
Continuous Quality Improvement	<ul style="list-style-type: none"> • Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. • Contribute to the accreditation process, including identifying, developing, implementing, and evaluating quality improvement activities. • Commit to a culture of trust, openness, learning and accountability to improve service quality and safety. • Participate in data collection and audit processes to ensure compliance with applicable accreditation standards. • Demonstrate respect for individual's values, customs, cultural and spiritual beliefs to ensure patient care is effective and culturally appropriate. • Complete all mandatory training and education.
Risk Management	Comply with BCH Risk Management system and relevant legislation. Actively contribute to creating an organisational culture that promotes risk identification and mitigation.
Equal Opportunity	BCH is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged.

Position Specific Responsibilities

Care management (sometimes referred to as case management) activities are delivered by HCP / SAH providers by staff members known as Care Partners. Participants are allocated a designated Care Partner by their provider.

It is the role of the Care Partner to help participants decide what services they want to receive, consistent with their aged care assessment, and work with the participant to determine how those services will be delivered.

With the consent of the participant, supporters, informal carers and family members may also be involved in these discussions. Care Partners and care planning are critical to the delivery of quality care and services that meet the participant's needs and are tailored to participant preferences.

Care Partners must deliver a care management activity (as defined in the Support at Home Program Manual) at least monthly to each assigned participant.

It is the Care Partners responsibility to ensure care management services are delivered in line with Standard 3 of the strengthened Quality Standards.

Case Management and Service Delivery

- Provide ongoing comprehensive care planning for participants to identify, implement and review the participants support plan and assist the participant to understand their approved services.
- Develop, manage and review participant budgets on a quarterly basis and/or if there is a change in care needs
- Monitor and respond to participants change in needs ongoing

- Ensure that initial and ongoing participant care plans align with identified participant goals and promote independence, wellbeing and reablement.
- Support participants to make informed decisions, including respecting their right to take risk, as per the supported decision-making framework
- Assist and enable participants to understand their SAH funding in accordance with guidelines and compliance obligations
- Provide comprehensive management of allocated participants requirements including:
 - Liaison with multiple service providers to ensure care recipient needs are met in line with objectives and timelines and budgets.
 - Working closely with BCH Program Support Officers, Finance and Administration teams with respect to participant statements, budgets, and financial queries.
- Contribute to the ongoing development of the Support at Home program including participating in development of procedures, planning, and reviewing of participant services.
- Assume responsibility for own ongoing professional development and maintenance of professional knowledge and skills relevant to area of practice.
- Manage own performance against KPI'S.
- Other duties as required by Program Manager Support at Home.

Key Performance Indicators

- Assigned participant expenditure maintained within approved package / classification budget and aligned with the Support at Home Program Manual
- Demonstrated adherence to ongoing BCH participant compliance checks.
- Consistent recording of care management activity to support 10% pool funding for care management.
- Evidence of demonstrated commitment to ongoing personal & professional development.

Key Selection Criteria and Skills/Attributes

Essential

1. Essential Qualifications and Requirements:
 - Formal qualification in relevant area of health, e.g. Diploma of Nursing, Cert. III Individual Support (Ageing), Cert. IV Aged Care, Diploma Community Services (Case Management)
 - Current Driver's Licence for Victoria
 - National Police Record Check – current and satisfactory
 - Current Working With Children's check
 - Successfully meets the pre-employment screening requirements
2. Significant experience and demonstrate proficiency in case management and consumer directed care principles.
3. An innovative and dynamic approach to the provision of case management.
4. Demonstrated skills in networking, liaison and the development and maintenance of strong links with relevant service providers and users.
5. Demonstrated knowledge of HCP / SAH budgets and understanding of the imperative to optimise budget funds to maximise the level of care and services provided to participants to assist them to remain living independently in their home.
6. Ability to build and maintain rapport and trust with participants, their significant others and colleagues.
7. Strong time management skills and ability to prioritise competing workloads and tasks.
8. Excellent communication skills, both written and verbal
9. Strong interpersonal skill with an ability to build positive relationships and work in a team environment
10. A commitment to quality improvement.

	Competent in the use of information technology e.g., Microsoft Office and Client Management Systems.
Desirable	<ul style="list-style-type: none"> • Candidates with significant experience and a university-level qualification in a relevant health-related discipline, e.g. Nursing or Allied Health, and with current AHPRA registration will be able to take on more complex case management tasks. These Care Partners may be referred to as Clinical Care Partners • Care management experience in a HCP setting • Aged care experience

Acceptance Details	
Name of staff member:	
Signature of staff member:	
Date:	
Exec Managers signature:	
Date:	

For more information about Bellarine Community Health visit our website: www.bch.org.au

Bellarine Community Health Ltd is committed to protect children and reduce any opportunities for abuse or harm to occur. Bellarine Community Health acknowledges the Wadawurrung People as the traditional custodians of the land, waters and skies of the Bellarine Peninsula. We acknowledge and respect Wadawurrung Elders and leaders, past, present and emerging and pay gratitude for their unique ability to care for Country and deep spiritual connection to it. We are proud to be an inclusive workplace and welcome people from all cultures and backgrounds to our service.