



POSITION DESCRIPTION

POSITION TITLE	Support at Home Care Partner
DEPARTMENT	Community Care
REPORTS TO	Support at Home Team Leader
DIRECT REPORTS	Not applicable
AWARD	Dependent on qualification and experience
CLASSIFICATION	Dependent on qualification and experience
DATE OF CREATION/AMENDMENT	November 2025/February 2026
CREATED/AMENDED BY	Director Community Care/ Support at Home Team Leader

“Caring for Our Community”

POSITION OBJECTIVES

The Support at Home (S@H) Care Partner coordinates and manages support services to enable older people to live safely and independently at home. Working within a person-centred and rights-based framework, the Care Partner collaborates with participants, their support networks, and interdisciplinary teams to plan, monitor, and review supports aligned with individual goals, wellness, and reablement.

Consumers may choose their preferred provider for service delivery, and the Care Partner assists with informed decision-making and financial management of S@H packages. The role also involves promoting REDHS services and engaging eligible consumers to select REDHS as their provider.

The Care Partner oversees support across all service streams, including Assistive Technology and Home Modifications (AT-HM), and consults with clinically qualified Care Partners when advanced clinical input or complex care needs arise.

RESPONSIBILITIES & PERFORMANCE INDICATORS

- Conduct assessments and develop individualised Support at Home care plans within required timeframes.
- Ensure care plans reflect client goals, preferences, cultural needs, wellness/reablement focus and AT/HM requirements.
- Coordinate and review services regularly, maintaining ongoing contact to ensure supports remain suitable and effective.
- Oversee service delivery across all Support at Home streams, including Assistive Technology and Home Modifications (AT-HM).
- Support clients to safely integrate Assistive Technology or home modifications into daily routines.
- Manage intake, referral, transition and discharge processes via My Aged Care and online aged care portals.
- Implement and monitor clinical recommendations and interventions as required.
- Monitor client progress, emerging risks and changes in needs, conducting formal reviews annually or as needed.
- Maintain accurate and timely documentation in line with Aged Care Quality and Safety Standards and program guidelines.
- Manage individual budgets with clients, ensuring financial understanding, compliance and alignment with service needs.
- Monitor income and expenditure to prevent overspend/underspend and adjust service use accordingly.
- Complete accurate monthly reporting to support invoicing, budget reconciliation and financial compliance.
- Build strong relationships with clients, carers and support networks, promoting autonomy and informed choice.

- Provide education on aged care navigation, AT use, wellness, health literacy and self-management.
- Communicate effectively with service providers, health professionals and internal teams to support coordinated care.
- Maintain client files, forms, reporting and record-keeping in accordance with organisational and regulatory standards.
- Contribute to program development, quality improvement, compliance and achievement of KPIs.
- Attend meetings, follow organisational policies and undertake additional duties as directed.

QUALIFICATIONS

- Enrolled Nurse, Registered Nurse or relevant Allied Health Professional and/or Aged Care Case Management experience.

KEY SELECTION CRITERIA

Essential:

- Current registration as an Enrolled Nurse, Registered Nurse or Allied Health Professional with the Australian Health Practitioner Regulation Agency and/or extensive Aged Care industry experience.
- Demonstrated experience in the operation and management of Support at Home program with high level knowledge of Aged Care industry, regulations & funding
- Demonstrated high level experience in working with complex aged clients to ensure person centred approach to client services
- Highly developed written and verbal skills.
- Highly developed organisational skills and demonstrated ability to think strategically, establish work priorities and manage time.
- Demonstrated capacity to strategically liaise with a range of key stakeholders and service providers.
- A current Driver's license, National Criminal History Check.
- Current COVID-19 (full course) and Influenza Vaccinations (FluVax).

OCCUPATIONAL HEALTH, SAFETY & WELLBEING

All REDHS employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved policies and procedures that apply to their work.

All REDHS employees share responsibility for occupational health and safety (OH&S) with specific responsibilities and accountabilities allocated to positions with REDHS organisational structure.

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet their obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including dismissal.

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.

- Don't willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the intranet site.

'THIS IS ME'

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montessori actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

All REDHS employees must participate in REDHS integrated risk management and quality improvement systems by being aware of their responsibility to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided
- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual

differences

H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discussion, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Tip: You can use the Fill & Sign function in Adobe to complete this form.

Name: _____

Signature: _____ Date: _____