



OUR VISION: TO BE A TRUSTED LEADER IN OUR LOCAL RURAL HEALTH CARE

OUR PURPOSE: WORKING TOGETHER WITH OUR COMMUNITIES FOR BETTER HEALTH & WELLBEING

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Support at Home Care Partner/ Clinical Care Partner
Position ID	
Department	Community Care
Award	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification	Dependent on qualification and experience
Employment Type	Permanent, Part Time
Reports To	Support at Home Team Leader
Direct Reports	Not applicable
Date Document Approved	June 2026
Approved by	Support at Home Team Leader
Purpose of Position	
<p>The Support at Home 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.</p> <p>Consumers may choose their preferred provider for service delivery, and the Care Partner assists with informed decision-making and financial management of the Support at Home program. The role also involves promoting REDHS services and engaging eligible consumers to select REDHS as their provider.</p> <p>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.</p>	

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Person-centred Care Delivery	<ul style="list-style-type: none"> Build strong relationships with clients, carers and support networks, promoting autonomy and informed choice Coordinate and review services regularly, each participant receives at minimum 15 minutes direct contact per month, maintaining ongoing contact to ensure supports remain suitable and effective Support clients to safely integrate Assistive Technology or Home Modifications into daily routines
Care Planning, Monitoring and Documentation	<ul style="list-style-type: none"> 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

	<ul style="list-style-type: none"> • Implement and monitor clinical recommendations and interventions • 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
Collaboration and Communication	<ul style="list-style-type: none"> • 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
Professional Practice, Quality and Development	<ul style="list-style-type: none"> • 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
Service Delivery and Quality	<ul style="list-style-type: none"> • Oversee service delivery across all Support at Home streams, including Assistive Technology and Home Modifications (AT-HM) • Manage intake, referral, transition and discharge processes via My Aged Care and online aged care portals • 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
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	<ul style="list-style-type: none"> • Consistently demonstrates behaviours aligned to REDHS values in daily practice • Treats consumers, colleagues and community members with respect, fairness and professionalism • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately • Contributes positively to team culture and psychological safety • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability • Uses organisational resources responsibly and supports environmentally and financially sustainable practices

Key Relationships

Internal Relationships

Care Partners – Work collaboratively with fellow Care Partners to ensure continuity, consistency, and quality of care, sharing relevant information and supporting one another to meet participant needs effectively.

Clinical Care Partner – Work closely with the Clinical Care Partner to monitor participants' health status, escalate clinical concerns, and ensure care aligns with assessed needs and any changes in condition.

Scheduling Team – Liaise with the Scheduling Team to support accurate rostering, communicate availability or service changes, and ensure continuity of care for participants.

Home Care Workers – Collaborate with Home Care Workers to deliver consistent, safe, and person-centred care, sharing relevant information and supporting each other in meeting participant needs.

Maintenance Team – Coordinate with the Maintenance Team to arrange garden and property maintenance services that support participants' safety, wellbeing, and independence at home.

Allied Health Professionals (e.g. physiotherapists, occupational therapists, dietitians) – Engage with Allied Health Professionals to support and reinforce therapy recommendations within daily care activities.

Support at Home Team Leader – Communicate regularly with the Team Leader for guidance, support, and escalation of concerns, and contribute to service improvements and coordinated care delivery.

Social Support Group (SSG) Team – Work with the SSG Team to support participants' social engagement, share relevant information, and promote overall wellbeing.

Students and New Staff – Support and guide students and new staff in delivering safe, person-centred care, sharing knowledge and modelling best practice.

External Relationships (Community, Industry etc)

Support at Home participants – Establish and maintain respectful, therapeutic relationships that support dignity, wellbeing and independence.

Families and Carers – Communicate relevant information and support engagement in care planning and decision-making.

General Practitioners – Provide relevant clinical information as required.

External Allied Health Providers – Assist in implementing recommended care or therapy programs.

Community and Support Services – Coordinate care where participants access external health or support services.

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications
<ul style="list-style-type: none"> • 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
Essential Registrations
<ul style="list-style-type: none"> • Current National Police Check. • Current Working with Children Check • Current NDIS Check. • Current Victorian Driver's Licence
Technical and Professional Capabilities
<ul style="list-style-type: none"> • Demonstrated experience in the operation and management of the 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
Personal & Leadership Capabilities
<ul style="list-style-type: none"> • Demonstrated capacity to strategically liaise with a range of key stakeholders and service providers • Demonstrated effective communication and interpersonal skills, including the ability to build respectful relationships with participants, families, carers and colleagues • Ability to work both independently and collaboratively within a multidisciplinary team

- Demonstrated organisational and time management skills with the ability to prioritise workload effectively
- Ability to teach, coach and mentor staff or students in the delivery of person-centred care.
- Demonstrates professionalism, integrity and respect in all interactions
- Awareness of personal values and beliefs relating to healthcare, with the ability to respect diverse perspectives and cultural backgrounds
- Demonstrated reflective practice and commitment to continuous learning
- Ability to identify limitations in own knowledge and seek guidance or education when required
- Current COVID-19 (full course) and Influenza Vaccinations (FluVax)

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours

Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.

R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

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

Professional Conduct and Organisational Compliance

Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.

Personal Centred Care

All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.

Work Health Safety & Risk

All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.

Clinical Practise Requirements (Clinical roles)

Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.

Employment Conditions

Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working with Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements**Position Review**

- This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee.
- Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working with Children Check and, where applicable, an NDIS Worker Screening Check.
- This document outlines the general duties and responsibilities of the role and is not exhaustive.
- An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.

Acceptance of the Position

This Position Description:

- Is to be read in conjunction with the employee’s Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct.
- May be amended from time to time in consultation with the employee.
- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name	
Date	
Signature	