



# Position Description

<b>Position Title</b>	Care Partner (SAH)
<b>Division / Team</b>	Aged Care, Support at Home
<b>Reports to</b>	Manager, Support at Home
<b>Agreement / Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
<b>Classification</b>	Dependent on Qualifications
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	March 2026

**About Ballarat Community Health** Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

**Our Purpose** Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

**Our Leading Principles** Address health inequity and inequality  
 Improve the health and wellbeing of our community  
 Have impact and be sustainable

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> Focusing on potential and abilities

**Diversity Statement** Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

**Position Summary** A Care Partner is the designated care manager under the Support at Home Program, responsible for delivering care management activities that enable older people to live safely and independently at home. Working within a rights-based, person-centred framework, the

Care Partner collaborates with participants, their supporters, and interdisciplinary teams to coordinate tailored, responsive and inclusive support.

Care Partners play a key role in planning and overseeing care service delivery across all support streams, working closely with Clinical Care Partners when a participant's needs require advanced clinical input or complex care planning and with other BCH Support at Home Program roles.

Care Partners function as relationship-based care managers who provide ongoing planning, monitoring, service coordination, and education—with a strong focus on wellness, reablement, and culturally safe care.

---

### **Principal Areas of Responsibility**

- 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
- Ensure care management services are delivered in line with Standard 3 of the strengthened Quality Standards.
- 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.

---

### **Scope**

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes

---

### **Organisational Responsibilities**

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values

- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

---

**Qualification requirements**

- Qualification in relevant area of health, e.g. Diploma of Nursing (preferred but not essential), Cert. III Individual Support (Ageing), Cert. IV Aged Care, Diploma Community Services (Case Management)
- Refer to BCH Staff Immunisation and Infectious Diseases Policy and Procedure for recommended vaccinations.

---

**Key Selection Criteria****1. Experience:**

- Significant experience and demonstrate proficiency in case management and consumer directed care principles.
- Familiarity with My Aged Care portals and digital case management systems
- Experience working with people with dementia, complex ageing-related conditions, or palliative needs is also desirable, as is formal training in trauma-informed care, cultural safety, or restorative practices.

**2. Interpersonal Skills:**

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff

**3. Written Communication:**

- Strong written communication and report writing skills

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

**5. Organisational Skills:**

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

**6. Alignment with BCH values:**

- Ability to align with the BCH values in all areas of work

---

**Conditions of Employment and other relevant information**

- The successful applicant will be required to maintain a current driver's licence.
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.

- The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
  - The successful applicant will be required to obtain and maintain a valid NDIS Worker Screening Check whilst employed in this position.
  - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
  - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
  - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
  - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
-