Wyanga Aboriginal Aged Care Program Inc.

Client Service Manager:

<table>
<thead>
<tr>
<th>YOUR POSITION DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Position Title:</strong> Client Service Manager</td>
</tr>
<tr>
<td><strong>Position Location:</strong> 35 Cope Street, REDFERN 2016</td>
</tr>
<tr>
<td><strong>Award:</strong> Social, Community, Home Care and Disability Services Industry Award 2010</td>
</tr>
</tbody>
</table>

ORGANISATION OVERVIEW

Wyanga Aboriginal Aged Care Program was established in 1996 and gained its autonomy and incorporation as a community controlled organisation in December 1999. The Wyanga Aged Care Program is funded by the Department of Social Services (DSS), to provide aged care services to local Aboriginal Frail-Aged Elders, living in their own homes.

VISION STATEMENT:
Wyanga Aboriginal Aged Care Program will strive for excellence and best practice in the provision of culturally appropriate services and quality care for our Elders in their own home and in the community.

ROLE OBJECTIVE & SCOPE

The Client Service Manager is responsible for providing care and resources to elders in their own homes. Home Care may include transportation, house cleaning, personal hygiene, providing meals and other health and wellbeing related activities.

You will need to be available: **Monday to Friday / 8:30am – 4:30pm**

Responsibilities of Role:

- Ensuring that client numbers are maintained at fifty nine (59).
- Managing and administering the Home Care Program.
- Arrange for Clients to have an ACAT assessment.
- Maintain confidential client files, budgets and service information, in accordance to service delivery.
- Conduct Wyanga care recipient agreements and ensure that Client care plans are aligned with the agreement.
- Coordinate appropriate care and equipment including other community resources, as required.
- Ensure all Home Care is provided in a caring and respectful way.
- Coordinate Home Care, including general housekeeping, personal hygiene and meals.
- Arrange transport for Home Care clients to appointments and activities.
- Maintain Wyanga’s iCare Database system with current, accurate and confidential client records.
- Provide information to other health care professionals, as required.
- Make frequent Client calls and visits to strengthen client relationships.
- Consult with family members and other supports to ensure that care is on-going and that all client needs are identified and met.
- Advocate on behalf of clients for additional service and resources, as required.
- Educate clients, families and support systems about the Home Care Program – what can be provided and when to access other services.
- Reassess / Refer as clients health needs change or become more complex.
- Establish and maintain working relationships with other community services and health professionals, as required.
- Keeping up to date with all Wyanga Policies and Procedures, and the Home Care Common Standards.
- Prepare and present reports and information as required.
- Make recommendations for changes and improvements to the program, as required.
- Utilise effective problem solving, time management and complaint handling skills in Client service operations to ensure client satisfaction.
- Maintain a positive line of communication with Care Workers to ensure they are informed of changes, work schedules and events.
- Supervise Client Service Coordinator and assist with problem solving
- Supervise Care Workers and assign workloads and schedules.
- Conduct performance appraisal of staff and provide feedback / guidance for improvements as needed.
- Discuss any concerns with supervisor.
- Prepare Bi-Monthly Board Reports.
- Contribute to Wyanga’s Newsletter.
- Attend weekly staff meetings.
- Attend relevant training organised by the HR: Training and Recruitment Coordinator.
- Other duties as may be required

Acceptance of Duties:

Print Name: .......................... Signature: ..........................
(Employee)

Date: .................................

Print Name: .......................... Signature: ..........................
(Employer)

Date: .................................

Duty statement: 21/03/2016