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| Position title | Supportive Care Advisor |
| Work Location | 1836 Sturt St Alfredton |
| Employment type | Ongoing 0.6 - EFT |
| Duration | Permanent |
| Position reports to | Supportive Care Coordinator |
| Date approved | September 2025 |

Organisational Environment

Ballarat Hospice Care Inc. (BHCI) is a home-based palliative care service, caring for people living with a life-limiting illness and supporting their family and carers in their place of residence.

We are a team of specialist palliative care nurses, supportive care advisors, patient and family support volunteers and compassionate administrative staff. We work closely with GPs, local hospitals, specialist doctors, nursing and community services – all to meet the varying and individual needs of the people we care for, including 24-hour support and loan of equipment without direct cost to the patient or family. We also offer education to carers and patients, and to health and community services and community groups. We cover the Hepburn Shire, City of Ballarat, the northern end of the Golden Plains Shire and the western end of the Moorabool Shire.

Our palliative care philosophy is that death is a normal and expected part of life. The model of care incorporates physical, spiritual, social and emotional support, including grief and bereavement support for a period of 13 months, as endorsed by the *National Bereavement Standards*. BHCI is an inclusive organisation and undertakes accreditation in accordance with QIP and Rainbow ✓ quality standards.

As an incorporated organisation, we work under the Incorporations Act and hold a Service Agreement with the Department of Health and Human Services Victoria. BHCI works within the frameworks of Safer Care Victoria (SCV) as the state's healthcare quality and safety improvement agency. We operate a Friends of Hospice Op Shop, which is supported by volunteers. BHCI is a flexible workplace and values investment in the development of students, research and learning.

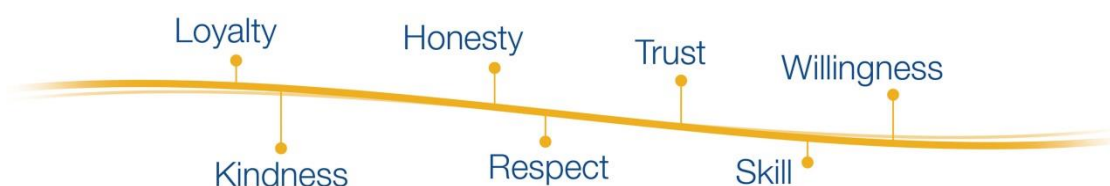
Vision

To offer our community a specialist palliative care service focused on end-of-life issues and care

Mission

Using a skilled interdisciplinary team approach, to facilitate with compassion, the provision of Home-Based, holistic palliative care to anyone facing end-of-life issues

Values



Position Purpose

To provide direct care to patients and their caregivers, in their own place of residence, along the palliative care trajectory and in bereavement. This includes psychosocial and spiritual assessment, on-going care planning, casework, counselling and liaison with other services both within BHCI and the community.

To work effectively as a member of a multidisciplinary team, including patient and family support volunteers, actively participate in organisational meetings and the wider community.

Scope

This role offers social, emotional, spiritual and grief and bereavement support. This role may also represent BHCI when attending and participating in relevant community events, community education sessions and/or workshops - this is undertaken as a member of the overall palliative care team of BHCI. There will be a requirement for some out-of-hours planned activities.

Key Responsibilities

1. Demonstrates and upholds the values of BHCI through professional attributes and behaviours
2. Demonstrates cultural appropriateness and respect for diversity
3. Demonstrates effective and efficient management of own workload
4. Conducts psychosocial and spiritual assessment, planning and evaluation
5. Provides support and counselling, which includes bereavement interventions to meet the needs of patients and their carers/families
6. Provides spiritual support to meet the needs of the patients and their carers/families
7. Facilitate effective group sessions to inform and support patients and family groups within BHCI policies and procedures
8. Provides effective and comprehensive communication/clinical handover to the rest of the healthcare team regarding the patient/carer needs

Key Responsibility 1

Demonstrates and upholds the values of BHCI through professional attributes and behaviours

- To embrace the mission, values and philosophy of BHCI and use these principles as the basis of work practice
- Proactively contribute to professional attributes and behaviours (please see over)
- Ensures the provision of service complies with the policies and procedures of BHCI
- Effective and efficient management of own workload to include opportunities for research and quality improvement
- Proactively contribute to the development and supervision of students undertaking clinical placement at BHCI

Key Responsibility 2

Demonstrates cultural appropriateness and respect for diversity

- Demonstrates a positive regard for diverse cultures and person-centred care
- Responds to all people in a non-judgmental, inclusive and supportive manner
- Demonstrates awareness of the relationship between culture, diversity, health beliefs, and health-seeking behaviour
- Participates in education specific to cultural diversity, cultural safety, LGBTIQ+ inclusivity and the inclusion of minority groups regardless of how they identify.

Key Responsibility 3

Demonstrates effective and efficient management of own workload

- Works collaboratively in meeting the workload of BHCI, inclusive of all team members, as supported by the Supportive Care Coordinator
- Reviews own work performance, identifies learning needs, and accesses opportunities for development
- Efficiently utilising time and resources through the team decision-making process
- Recognises personal support needs and appropriate action to address them through regular supervision or Employee Wellbeing program

Key Responsibility 4

Conducts psychosocial and spiritual assessment, planning and evaluation

- Prioritises new referrals for assessment within accepted timeframes as directed by the Supportive Care Coordinator
- Assesses individual mental functioning, emotional status, loss history, social supports, coping styles, strengths and challenges, financial and legal concerns, and spiritual needs
- Assess carers' needs utilising validated tools
- Assesses group and family functioning
- Assists patients in setting goals, plans and evaluates interventions
- Makes appropriate referrals to other community services as required
- Provides client and carer/family education as appropriate
- Participates in discharge planning to ensure the provision of timely and appropriate service

Key Responsibility 5

Provides support and counselling, which includes bereavement interventions, to meet the needs of patients and their carers/families

- Utilises contemporary and effective counselling skills within the context of qualifications and skill mix of the interdisciplinary team
- Provides opportunities to explore issues and emotions, and to increase self-awareness
- Normalises grief processes and individual differences
- Facilitates problem solving and development of coping strategies
- Works within the guidelines of the Bereavement Support Standards

Key Responsibility 6

Provides spiritual support to meet the needs of the patients and their carers/families

- Ability to identify spiritual needs and provide appropriate spiritual support or referral to a specialist worker
- Invites spiritual exploration and supports what is sacred
- Provides or refers patients for culturally appropriate religious support, ritual and worship
- Accepts responsibility to participate in the Celebration of Remembrance

Key Responsibility 7

Facilitates effective group sessions to inform and support patients and family groups within BHCI policies and procedures

- Outcomes-focused group facilitation, management and evaluation
- Conducts and coordinates family meetings effectively
- Participates in the development and implementation of groups
- Evaluates and documents the effectiveness of group programs

Key Responsibility 8

Effective and comprehensive communication/clinical handover to the rest of the healthcare team regarding the patient/carer needs

- Involves patient and carer in all aspects of decision making in relation to their needs based on comprehensive and ongoing assessment and consent
- Communicates the patient/carer needs with their consent to the internal and external healthcare team using Clinical Handover guidelines
- Development and maintenance of a therapeutic and professional relationship with patients and carers
- Open and trusting relationship with BHCI staff and volunteers, and with external services that partner with BHCI
- Consistently record all patient and carer interactions in a timely manner, utilising the information management system
- Contributes to the regular revision of written resource material for client use
- Maintains current client records and meets statistical reporting requirements

For all BHCI team members:

Occupational Health and Safety

- BHCI acknowledges its responsibility under the OHS Act 2004 and the OHS Regulations 2017 to eliminate risks to health and safety in the workplace as far as is practicable. The legislation also places a duty on all employees to take responsibility for their own and others health and safety, to cooperate with management in relation to training, policies and actions to better the working environment.
- As a member of the team you are expected to consistently undertake meaningful self-care and professional self-development throughout the year.

Privacy and Confidentiality

- Ensure that the business and affairs of BHCI, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required by law. Such confidentiality shall extend to the commercial and financial interests and activities of BHCI
- Agree to maintain strict confidentiality while employed by BHCI and at all times thereafter as to information regarding BHCI and client / customer data, operating procedures, client lists and financial information acquired by you during the course of your employment. At no time must information related to patient/ family or staff member be discussed with anyone other than the relevant staff member and / or care professional providing care / service.
- Awareness of the implications of the Australian Privacy Principles (Privacy Act 1988 (Cth)), Information Privacy Principles (The Privacy and Data Protection Act 2014 (Vic)) and Health Privacy Principles (Health Records Act 2001 (Vic)).

Professional Attributes and Behaviours:

Teamwork

- committed to sustaining a positive and trusting team culture
- proactive contributor to the work of the team and contribute towards an interdisciplinary approach to care
- willing to work collaboratively with all team members and willing to share information with colleagues
- open and honest communication with all team members
- willing to negotiate positive outcomes with all team members
- willing to develop new skills and knowledge rapidly

Motivation

- demonstrates a confident, optimistic and proactive mindset
- takes ownership of own job and actively considers the consequences of their actions and the decisions they make
- demonstrates commitment to the team, is willing to share responsibility for the team's goals & objectives

Workplace Integrity

- demonstrate ongoing commitment to the Vision and Mission of BHCI
- preparedness to consistently undertake work in a manner which is in line with the organisation's values of loyalty, honesty, trust, skill, kindness, respect and willingness
- treating the workplace environment, other staff and contractors with respect
- dealing with confidential and sensitive information in a professional manner

Workplace Responsibilities

- BHCI acknowledges that its staff and volunteers have legislative responsibilities in relation to workplace rights which include but not limited to: discrimination, victimisation, bullying and harassment including sexual harassment, equal opportunity, disability, family violence and or abuse and children, parents and carers.
- All staff and volunteers work within a Risk Management Culture and report Adverse Events, Near Misses and Incidents as they are identified or arise.

Key Selection Criteria

1. Significant understanding of, and demonstrated commitment and energy for, the objectives, values and inclusivity of BHCI
2. Demonstrated ability to deliver person-centred care and work through issues associated with dying, death and bereavement
3. Demonstrated strong values-driven work style that encourages trust, initiative and best practice approach, with a commitment to working collaboratively to achieve agreed vision and objectives
4. Demonstrated ability to work independently with minimal supervision, and as an effective team member and commitment to reflective practice and ongoing professional development
5. Demonstrated ability to conduct psychosocial and spiritual assessments, and develop, implement and evaluate care plans to address the changing needs of patients and carers
6. Demonstrated understanding of community support systems available to people requiring care in their own home
7. Exceptional interpersonal and communication skills with well-developed analytical and problem-solving skills
8. Demonstrated experience in facilitating group work and developing programs
9. Highly developed administration and organisational skills, and high-level problem-solving knowledge of Microsoft Office software and familiarity with electronic information management systems and completing case notes electronically

Qualifications and Experience

A combination (or equivalent) of the following:

- Qualifications in a relevant discipline (community development, social work, welfare or nursing)

In conjunction with:

- significant workplace experience preferably within the community or social welfare sector or health organisation, and counselling training and experience

Also required

- Current Police Check
- Current working with children check
- Current Driver Licence
- Vaccination – influenza (annually), COVID-19 boosters as appropriate

Other relevant information:

- Remuneration and Employment; depending on the award
- You may be required to undertake other projects and duties as directed by the CEO
- The CEO may amend this position description if required. Any changes will be made in consultation with the affected employee(s).
- You are required to comply with Workplace Policies and Procedures (as amended from time to time) and contribute to and maintain a safe workplace environment
- Appointment will be subject to a three-month probationary period from the date of commencement, and a Performance Review will occur three (3) months following, then annually, considering the key roles and responsibilities and required personal and professional attributes outlined in this position description. In addition to reviewing performance (individual and work team), the meeting provides an opportunity to ensure role clarity, revise key performance activities/measures and set development objectives and goals for the year ahead.

Employee Signature _____

Date _____

CEO Signature _____

Date _____