

integratedliving

We lead integrated health services of value throughout rural, regional, and remote Australia. Our focus is on delivering better health outcomes for many people, encouraging them to live the life they choose. We provide a range of health and wellbeing options for individuals and their families.

Specific Role Details

Position Title	Care Mentor / Home and Personal Care Specialist / Client Services Mentor/ Client and Care Coach / Care Assistant Coach		
Unit – Function – Team	Operations – NSW Far North Coast Community Care – NSW Far North Coast Community Care		
Unit Purpose	The Operations Unit deliver services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving.		
Team Purpose	Provision of a broad range of home care support services that are contemporary, fit-for-purpose and meet the holistic needs of people who are ageing and/or living with disability.		
Role Purpose	The Care Mentor provides in-field support, training, and mentoring to Home Care Personal Assistants (HCPAs) to strengthen frontline capability, confidence, and service quality. The role supports onboarding of new staff, oversight of buddy shifts, in-field coaching, and professional development of staff. The Care Mentor acts as a point of guidance for operational queries, WHS matters, and client service issues, supporting the Manager – Client Services to build a competent, confident, and engaged workforce.		
Location	Home-based, with travel to clients' homes within the region	Reports to	Manager Client Services
integratedliving job family	Health Partner	integratedliving pay grade	SB2.2
Award	Social, Community, Home Care & Disability Service (SCHADS)	Classification	Home Care Level 3

Accountabilities shared by all Roles

Supporting Values, Purpose & Strategy	Actively connect to integratedliving's purpose and values by behaving in accordance with integratedliving values at all times, supporting the implementation of organisational strategy.
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.
Compliance and Workplace health & safety	Demonstrate individual accountability for adherence to integratedliving, policies and processes and relevant external quality, safety and governance frameworks and regulations. Contribute actively to a safe and respectful workplace.



Anchor Accountabilities

Assessment & Evaluation	Supports other Health Partners undertake assessments and evaluations as required Escalates concerns accordingly and assists in the implementation of new service plans and future assessment/evaluation activities
Individual Care Planning	Contributes to development of care plans as requested. Collaborates with other health professionals to provide feedback on client services and assist with the development and implementation of new client care plans. Promotes client engagement with integratedliving services.
Provision of Direct Care	Provides direct care to clients in accordance with care plans. Monitors the impact of care and maintains ongoing communication with Home Care Assistants, Home and Personal Care Assistants and other health professionals regarding care delivery.
Service Information & Development	Provides clients and team member with knowledge of available services to ensure optimal utilisation. Assists team members in understanding service requirements, processes, and procedures, and supports resolution of operational or client-related issues.
Client Safety & well being	Establishes rapport and collaborates effectively with clients and carers to achieve positive outcomes. Supports daily activities to promote independence and wellbeing. Conducts WHS checks as required and ensures staff compliance with safety standards.
Health and Well Being promotion	Participates in delivery of individual and group sessions under guidance of HCPAs. Supports delivery of health and wellbeing services and facilitates client engagement.
Documentation and Reporting	Supports accurate documentation and reporting of services delivered. Oversees completion of buddy shift checklists, monthly staff checks, and other in-field assessments. Provides regular feedback to the Manager – Client Services regarding staff performance, operational issues, and opportunities for improvement. Assist with monthly team meeting and contribute to policy/procedure develop and future pilots or projects

Position Specific Accountabilities



In-Field Support & Mentoring:	Support onboarding and orientation of new frontline team members, including facilitating and improving buddy shift experiences. Provide oversight of other field members conducting buddy shifts and completing checklists. Conduct follow-up calls with new staff to gather feedback on orientation and identify training needs. Support staff in applying technical systems and procedures, including rostering platforms and learning modules. Attend client visits with staff to observe and coach on service delivery, quality standards, and client engagement. Conduct spot checks at client homes to assess staff appearance, service quality, and adherence to policies. Debrief with staff post-client visits to provide constructive feedback and coaching.	
Training and Development	Assist with in-field and classroom-based training as directed by the Manager – Client Services. Support continuous upskilling of existing staff to improve service consistency, confidence, and client outcomes. Gather and promote local success stories to share exceptional client care with the marketing team.	
Operational Support	Act as a key point of contact for operational and in-field queries from staff. Escalate performance, operational, and WHS concerns to the Manager – Client Services as appropriate. Support staff with equipment issues, technology access, and other operational challenges within delegated authority.	
Accountabilities stated herein reflect the primary functions of this job and should not be construed as an exhaustive list of duties. They may vary or be amended from time to time without changing the roles level of accountability.		
Delegations		
Delegations for role are outlined in the integratedliving delegation’s policy.		
Key Position Relationships		
Internal	Service Delivery Team	All Operations Teams
	Customer Service Team	Scheduling Team
External	Local community members	Family & Carer’s
	Local Health Providers	Contractors
Demonstrated Success & Qualifications, Capabilities and Credentials		
Qualifications & Experience	Cert III or IV in Individual Support, Community Care or equivalent qualification	
	Demonstrated experience in training, mentoring, or coaching staff.	
	Experience in similar role in care and support service provision in the community, the acute setting or other relevant setting.	
Demonstrated Success Factors	Effective verbal and written communication skills and ability to liaise with a wide range of clients and team members from diverse backgrounds.	
	Competent and confident in use of relevant technology including smart phones and handheld devices, working with older people or clients with limited technology capability.	
	Strong customer service focus and ability to contribute to a positive team culture.	
	Demonstrated ability to lead, mentor, and support staff to achieve high-quality client outcomes.	



Capabilities	Enable Value: We enable our clients to achieve better health outcomes by working in partnership with them to understand their needs and deliver on their expectations
	Person centred: I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcome that create value and enable our clients.
	Act professionally: I interact with others professionally, with integrity, in a fair and respectful manner as measured against our code of conduct and values.
	Communicate and Collaborate: I share information and learning with others by actively listening and asking questions to collaboratively reach a shared understanding and demonstrate empathy.
Credentials	Satisfactory Police Check & WWCC/WWVP/Blue Card (location-dependent).
	Current Driver's Licence
	Current First Aid and CPR

