

WE ARE HIRING

Join Our Team: Case Manager / Care Partner (Support at Home Services)

Company: My Help Services

Location: Melbourne / Greater Victoria (Hybrid / Head Office in Little Collins St)

Job Type: Full-time

Sector: Aged Care (Support at Home Services)

About Us:

At My Help Services, we believe that growing older shouldn't mean losing your independence. For over 13 years, our team of dedicated nurses, support workers, and care professionals has been delivering compassionate, tailored, and premium care directly to our clients' doorsteps across metropolitan Melbourne and regional Victoria.

As the Australian aged care landscape transitions, we are at the forefront of helping senior citizens and their families seamlessly navigate the new Support at Home framework. To support our expanding community, we are looking for a passionate, consumer-focused Case Manager / Care Partner to join our team.

The Role:

As a Case Manager / Care Partner, you will be the heart of our aged care service delivery. You'll be responsible for onboarding senior clients, designing goal-oriented home care plans, and optimizing their funding across the Support at Home classifications to ensure they get the absolute most out of their government allocations to live safely at home.

Your Role & Responsibilities:

Conduct Comprehensive Assessments: Lead thorough care, lifestyle, and risk assessments to co-design personalized care plans that foster independence, dignity, and personal autonomy for seniors.

Optimize Support at Home Funding: Provide transparent care budget management, helping families understand cost variables and maximize their Support at Home government funding.

Coordinate & Match Care: Seamlessly match clients with our qualified, compassionate local support workers and home-visit nursing infrastructure.

Advocate & Monitor Wellbeing: Act as the primary point of contact for families, regularly reviewing care plans and monitoring client wellbeing to adapt to changing health or lifestyle needs.

Maintain Aged Care Compliance: Ensure all documentation, clinical notes, and service delivery align strictly with the Aged Care Quality Standards.

What You Must Have:

Proven Experience: 2+ years of experience in Case Management, Care Coordination, or a similar role strictly within the Australian Aged Care sector (Home Care Packages / Support at Home).

Framework Knowledge: A strong, practical understanding of My Aged Care, the Support at Home program, and aged care funding mechanisms.

The "Human" Touch: Exceptional communication, relationship-building, and empathy skills. You know how to respect, listen to, and support elderly clients.

Compliance Ready: A valid National Police Check, current Victorian Driver's License, and access to a reliable car.

Relevant Qualifications: A qualification in Social Work, Case Management, Nursing, Community Services, or Aged Care is highly regarded.

A Passionate Attitude: A genuine dedication to empowering older Australians to age well and stay connected within their own homes.

Why Choose My Help Services?

Competitive Salary + Super.

Impactful Work: Work for an organization that actively reinvests in local Victorian senior communities.

Professional Growth: We are run by healthcare and administrative experts who prioritize continuous training on the latest aged care reforms.

Supportive Culture: True work-life balance with a team that values your peace of mind just as much as our clients'.

How to Apply:

Ready to make a real difference in the lives of elderly Victorians? Click 'Apply Now' via LinkedIn Page <https://www.linkedin.com/jobs/view/4430349806/> or send your resume and a brief cover letter directly to sah@myhelpservices.com.au.

To learn more about our mission, visit us at www.myhelpservices.com.au.