



SOUTH GIPPSLAND SHIRE COUNCIL

POSITION DESCRIPTION

POSITION:	Intake and Assessment Officer
DIRECTORATE:	Corporate & Community Services
DEPARTMENT:	Aged and Disability Services
CLASSIFICATION:	Band 6
EMPLOYMENT STATUS:	Casual
CURRENT OCCUPANT:	Vacant
DATE:	September 2016

ORGANISATION OVERVIEW

South Gippsland is a place like no other. We have a diverse community and economy set in a magnificent natural environment. We serve our people with genuine well-meaning and strive always to deliver the best outcomes we can.

We are passionate about building and sustaining a great workplace, principled leadership, and providing great opportunities. Our values are present in what we do and how we do it. With a renewed focus on innovation and collaboration, valuing difference and a belief that teams can achieve amazing things, there is a lot to look forward to.

We want to genuinely make a difference to the lives of all those who touch our community, and be part of creating 'a great place for us'.

DEPARTMENT/TEAM

The Aged & Disability Services Department is responsible for providing a range of responsive and flexible in home and community based services to the frail aged, persons with disabilities and their carers. The majority of services are provided through the Home and Community Care Program (HACC). The Philosophy of our HACC Team is that services need to be responsive and reflective of individual needs. This is based on the understanding that health and well-being fluctuates through-out life. Therefore, with individualised support and autonomy independence can be maximised.

The team consists of Community Support Workers, Intake and Assessment Officers, Client Services and Community Programs Team Leaders as well as home maintenance contractors and volunteers.



The Department has an overall operating budget of approximately \$1.9 million

The Aged & Disability Department is responsible for the provision of:

- Assessment
- General Homecare
- Personal care
- Respite care
- Home maintenance
- Community Transport
- Meals on Wheels
- Volunteer Coordination
- Senior Citizens
- Community Register

ORGANISATIONAL RELATIONSHIPS:

Reports to: Intake and Assessment Team Leader

Direct Reports: Nil

Internal Liaison:

- Manager - Aged & Disability Services
- Client Service Team Leaders
- Community Programs Team Leaders
- Intake and Assessment Officers
- Director – Community Services
- Human Resources and Payroll
- Finance
- Governance
- Records
- Information Services
- Community Strengthening
- Occupational Health and Safety and Risk Management Department
- Volunteers

External Liaison:

- Department of Health
- Department of Human Services
- Department of Social Services
- Case Management Agencies
- Health Services
- Community Services
- Members of the public
- MAV
- Primary Care Partnerships



- Media
- Other Councils

1. POSITION OBJECTIVES

- Provide comprehensive assessment, which assists older people, people with disabilities and their carers to make informed decisions regarding their care needs.
- Enhance clients' ability to live independently in the community, safely and with dignity, using the principles of the Active Service Model.
- Conduct holistic care planning, Assessment and Review guided by the principles of the Active Service Model, including information and referral to other programs and community supports.
- Demonstrate commitment to support and embrace a continuous improvement environment and culture within the organisation.
- Act in accordance with Council and Management policies, relevant legislation and Council's Code of Conduct.
- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members or Council assets and equipment.

2. KEY RESULT AREAS

- Provide a comprehensive intake, assessment and review service to older people, people with a disability and their carers to assist them to remain safe, secure and independent in the community.
- Liaise with relevant service providers to achieve a prompt, response to incoming and outgoing referrals.
- Identify urgency in line with Aged and Disability priority of access tool and develop a care plan for all HACC eligible clients.
- Allocation of services and supports based on client needs and goals in a fair and equitable manner.
- Identify service and policy gaps and overlaps and make recommendations to address these.
- Document and input accurate client data.



- Participate actively in service planning and development networks, both internal and external including representation at the South Gippsland HACC Coordinated Care Team meetings.
- Provide accurate and timely information to Aged and Disability clients.
- Support Goal Directed Care planning and engage in the development of new strategies, tools and templates to assist this activity.
- Engage in the ongoing evaluation of care planning, assessment and review with individual work and the work of the Intake and Assessment Team.
- Work in accordance with the principles of the Active Service Model and promote and educate this to external and internal relationships.
- Assist with reasonable on call duties when requested.

3. ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is authorised to/responsible for the following: -

- The position is responsible for intake, assessment, review and allocation of HACC services to Aged and Disability clients.
- Authority to determine client eligibility, appropriate service levels and individual supports and to refer to additional or alternative external service providers.
- The position will facilitate the development of individual client care plans and approve the level and scope of service to be provided and level of fees to be charged.
- Whilst the position does not formally supervise staff it is accountable for directing Service Officers and Community Support Workers in relation to allocation and delivery of services to clients.
- Freedom to act in this position is determined by South Gippsland Shire Council policy and procedures.
- The Department of Health provides guidelines for the HACC program. While South Gippsland Shire Council strives to meet individual needs of clients by providing innovative and flexible supports, consideration of these guidelines and boundaries is required.

4. JUDGEMENT AND DECISION MAKING SKILLS

Judgment and decision making will be within the ambit of the following:



- The occupant will exercise independent judgment and problem solving skills in day to day care planning.
- The occupant will make decisions regarding client eligibility, care planning and monitoring of services to clients. The occupant will also make decisions in relation to appropriate referrals external to the organisation and processing of internal referrals.
- The occupant is able to make formal recommendations regarding all aspects of care services to be provided to clients, resource allocation based on comparative and relative client needs and eligibility.
- The occupant will facilitate realistic care planning with individuals and allocate resources in a fair and equitable manner.
- The occupant will determine priority of access to ensure those HACC eligible clients with highest need take priority and services are allocated in a fair and equitable manner within the resources that are available. At times a waitlist for services may be instated.
- The occupant will be working with clients with diverse and complex care needs and may be required to facilitate care coordination meetings with other professionals as required.
- At times the HACC program may not meet clients needs and goals. It is expected that the occupant will guide and assist clients to explore alternative community and external opportunities as appropriate.
- Regular supervision and support will be provided by the Intake and Assessment Team Leader.

5. SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated experience in the care/provision of services to older people and people with disabilities.
- Experience in the assessment and care planning of older people and people with disabilities living independently in the community.
- Proficiency in a range of software applications.
- Ongoing development of skills and knowledge through attending professional development programs and taking a proactive approach to continually improving skills and abilities

6. MANAGEMENT SKILLS

- Time management skills.



- Ability to prioritise numerous tasks to be completed in limited timeframes.
- Demonstrated ability to work both autonomously and within a team structure.

7. INTERPERSONAL SKILLS

- Excellent interpersonal and communication skills, including written and oral negotiation.
- Excellent customer service skills.
- Understanding of and ability to apply the principles of confidentiality.
- Problem solving skills.
- Ability to work as part of a team.
- Ability to liaise with a range of individuals.
- Ability to deal sensitively with clients.
- The ability to work as an effective member of a team to maximise the effectiveness and efficiency of the team

8. QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Health, Nursing, Social Welfare or a related discipline.
- Commitment to the rights and dignity of older people and people with a disability and their carers.
- Proficiency in Sharikat Khoo and S2S (e-referral) or other client information database.
- Experience in a Human Service/Department of Health environment, preferably Aged & Disability Services.
- Extensive knowledge of the HACC (Home and Community Care) Program.
- Broad knowledge of agencies/services within the South Gippsland and surrounding shires is desirable.
- Mandatory First Aid Level 2 Certification



9. SELECTION CRITERIA

- Tertiary qualifications in Health, Nursing, Social Welfare or a related discipline.
- Experience in a Human Service/Department of Health environment, preferably Aged & Disability Services.
- Demonstrated ability to liaise and communicate with a diverse range of people.
- Demonstrated ability to judge situations and resolve issues with appropriate sensitivity and with regard to privacy and confidentiality.
- Demonstrated ability to make decisions in relation to complex situations.
- Demonstrated ability to understand and manage client needs using a case management model.
- Demonstrated ability to use Microsoft Word, Excel, Outlook, S2S referral system and understanding of or willingness to learn Sharikat Khoo.
- Excellent communication skills, including written and oral negotiation.
- Current Victorian Drivers licence.
- A satisfactory Police & Working with Children Check.