

POSITION DESCRIPTION

ASSESSMENT OFFICER

Position Number:	614132
Department:	Community Services
Division:	Active Ageing and Inclusion
Location:	Bannockburn Customer Service Centre, 2 Pope Street Bannockburn
Employment status:	Temporary, Part Time
Classification:	Band 5 plus superannuation
Date:	May 2021

POSITION OBJECTIVES

- Facilitate My Aged Care (MAC) client registrations; conduct holistic Home Support Assessments (HSA), Re-assessments or reviews for clients within Golden Plains Shire, in line with the plan of the Active Service Model (ASM) wellness and reablement approach.
- Coordinate inbound referrals or other service requests including referrals to the Home and Community Care Program for Younger People (HACC PYP program), conduct Initial Needs Assessments and prepare for allocation at the weekly intake meeting
- Ensure the provision of a consistently high standard of customer service to clients and community care workers.
- Assist and support the Coordinator Active Ageing and Inclusion, in the implementation of the Active Service Model (ASM) principles and other relevant requirements of the funding bodies
- Ensure equitable access to assessment services for all people requesting assessment.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Manager Active Ageing & Inclusion Manager
Directly Supervises:	Nil
Internal Liaisons:	Community Care Workers, Social Support staff, other Council staff
External Liaisons:	HACC PYP/CHSP clients and/or their family members/carers and other relevant health professionals

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Initial Assessment

- Undertake Home Support Assessments (HSA) and National Screening and Assessment Form (NSAF) to formulate a holistic understanding of client/carer needs.
- Ensure assessments are conducted as per ASM and reablement principles (i.e. client/carer driven with flexible options) with a problem-solving approach aimed at promoting independence.
- Formulate client specific care and action plans following assessment; refer to appropriate services, provide information on additional services where identified and complete further in-house documentation where required (i.e. Priority of Access tools, Occupational Health and Safety assessments etc.)
- Develop strong partnerships with relevant agencies to streamline coordinated referral and/or care planning pathways that effectively respond to client needs using My Aged Care to refer to appropriate services.
- Complete and maintain assessment and review data to ensure accurate Minimum Data Set and RAS reporting (with particular emphasis on the recording of time taken for assessment; reablement, review and short term case management (STCM) and linking support).
- Ensure relevant assessment tasks are completed within, and meet required timelines and targets.
- Maintain confidentiality of clients, carers and community care workers.

Review

- Engage in the development, monitoring and regular review of home support plans to ensure appropriate and effective pathways for optimum client care/support.
- Conduct re-assessments and process outbound referrals in consultation with all relevant stakeholders (e.g. clients, carers, case managers, external agencies etc.)
- Schedule regular, frequent reviews and/or re-assessments for clients considered to have high/complex needs.

Client Short Term Case Management (STCM)

- Engage in STCM for those clients identified as vulnerable or with complex needs.

- Engage in inter-agency care planning to ensure the ongoing monitoring and well-being of clients.

Policy and Planning

In order to meet the requirements under the Transition to My Aged Care Guidelines for ongoing continuous improvement:

- Assist in the development and ongoing review of assessment processes, procedures and tools.
- Contribute to the creation and/or improvement of policy and service development processes, including communication and feedback processes for clients and staff.
- Identify service gaps, unmet needs and participate in the continuous improvement program and refer issues to the Coordinator Active Ageing and Inclusion.

Other Duties

- Ensure the accurate collection and recording of data on relevant software programs (e.g. MAC, Xpedite, RAS) to meet internal and external statistical and reporting requirements and report areas of concern to Active Ageing and Inclusion Team Leader.
- Where delegated, communicate with government departments and other agencies to ensure that relevant client information is conveyed accurately, appropriately and in a timely manner.
- Participate in the delivery of an after-hours on-call service on a rostered basis.
- Other duties within the scope of the employee's skills, competence and training as directed.

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Team Leader, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.

- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The freedom to act is governed by clear objectives and /or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.

JUDGEMENT AND DECISION MAKING

The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

Guidance and counsel may be available within the time available to make a choice.

SPECIALIST SKILLS AND KNOWLEDGE

The Officer shall have:

- A thorough understanding of the relevant technology, procedures and processes used within the role.
- An understanding of the long term goals of the Active Ageing and Inclusion team, and an appreciation of the long term goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

MANAGEMENT SKILLS

The position requires skills in managing time, setting priorities and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way possible, with the resources available, and within a set timeframe.

INTERPERSONAL SKILLS

- The skills and knowledge required are beyond those acquired through completion of a TAFE certificate or associated diploma alone.
- The necessary skills and knowledge may be acquired through the completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualification with relevant work skills, or through relevant experience and work skills commensurate with the requirements of this band.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council’s community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council’s policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council’s Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council’s Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check.

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those acquired through completion of a TAFE certificate or associated diploma alone.

The necessary skills and knowledge may be acquired through the completion of a degree or diploma course with little or no relevant work experience, or through lesser formal qualification with relevant work skills, or through relevant experience and work skills commensurate with the requirements of this band.

KEY SELECTION CRITERIA

1. Tertiary qualifications in the Social or Human Services (or related field);
2. Experience working with older people and people with disabilities in a home or community setting.
3. Knowledge of and experience in the provision of holistic Home Support Assessments and National Screening and Assessment Form.
4. Knowledge of health and community care issues and options for people with disabilities and frail aged people in a rural environment.
5. Excellent oral and written communication skills.
6. Computer skills (Word, Excel, Access and other computer programs).
7. Previous experience in engaging with a wide range of stakeholders to collaboratively solve problems and achieve client-centred outcomes.
8. Ability to manage multiple tasks and work independently.
9. An understanding of privacy and confidentiality issues within a health environment (pertaining to clients and staff).

Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	Leanne Green – Manager Active Ageing & Inclusion Services
Approved By:	Lisa Letic – Director Community Services
Reviewed By (P&C):	Carol Jungbauer – People & Culture Officer
Date:	May 2021
Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health

information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.