

► POSITION DESCRIPTION

POSITION TITLE:	Regional Assessment Services Officer
DEPARTMENT:	Community & Corporate Services
UNIT:	Community Care
TENURE:	Casual
CLASSIFICATION:	Band 5
LOCATION:	Daylesford, and various other locations within the municipality
DATE APPROVED:	November 2018 - Amended February 2019

Hepburn Shire Council Organisational Values

Accountability

- We will be responsible for our choices
- We will acknowledge and learn from our mistakes

Respect

- We will accept people's differences
- We will look for the best in people and value their contribution
- We will treat people with respect and dignity

Excellence

- We will perform to the best of our ability
- We will commit to learning and growing
- We will strive to achieve the organisation's long term vision

Trust

- We will encourage creativity and innovation
- We will value everyone's contribution
- We will lead by example
- We will act honestly

Fun

- We will acknowledge and celebrate our successes
- We believe in getting involved
- We will promote a healthy sense of humour

POSITION OBJECTIVES

- To conduct holistic Home Support assessments using a person centred; goal directed and strength based approach.
- To determine client eligibility for subsidised services.
- To develop and review individually tailored My Aged Care Client Support Plans in consultation with the client and/or Carer to ensure they receive optimal support.
- To develop and review individually tailored Service Specific Client Care Plans in consultation with the client and/or Carer and in accordance with Hepburn Shire Council procedures.
- To refer clients to appropriate service providers.

Key abbreviations:

- CHSP – Commonwealth Home Support Program
- Vic HACC PYP – Victorian Home and Community Care Program for Younger People
- HSC – Hepburn Shire Council
- MAC – My Aged Care
- RAS - Regional Assessment Service
- PAV – Personal Alarms Victoria
- HSA – Home Support Assessment
- OHS - Occupational Health and Safety
- KPI – Key Performance Indicators

KEY RESPONSIBILITY AND DUTIES

Assessment

- Conduct HSA with clients referred via MAC or other stakeholders (e.g. Vic HACC PYP or PAV clients), using the principles of wellness and reablement. Each assessment will consider the individual client's strengths, abilities and capacity to improve (where relevant) to determine their support needs.
- Refer clients to appropriate service providers using a variety of methods
- Develop MAC Client Support Plans and/or Service Specific Client Care Plans, with the client and/or carer, that address the client's identified goals and assessed needs.
- Undertake client re-assessments or reviews following changes in support needs to ensure clients are receiving appropriate levels of support.
- If the client is ineligible for subsidised services, assist them to access alternative, non-subsidised services.
- Undertake OH&S/Hazard Assessments within client homes and inform them of any issues that need to be addressed prior to service delivery staff entering the home.
- Identify any client specific training needs for Community Care Support Workers that may be required to maintain quality service levels and support clients.

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Administration, Policies and Procedures

- Organise, conduct and complete assessments within KPI timeframes.
- Ensure that all documentation involved in the role is managed in accordance with the prescribed RAS, CHSP, VIC HACCPYP or HSC standards, policies and procedures.
- Accurately complete and maintain assessment data for reporting purposes.
- Develop relationships with service providers to facilitate efficient referral pathways, assist in the coordination of support planning and expedite outcomes that effectively address client needs.
- Demonstrate an ongoing commitment to professional development.
- Participate positively as a team member in helping to establish priorities and plan service development with a focus on continuous quality improvement.
- Participate in local, regional or state network meetings as required.
- Ensure client confidentiality is maintained throughout all aspects of the role
- Assist in the development and ongoing review of assessment protocols and client care management processes, procedures and tools.

Occupational Health & Safety

- Follow safe work practices, procedures, instructions and rules at all times.
- Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times.

Risk Management

- Ensure Council's Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.
- Minimise damage or loss of property in your control and report any damages, loss or exposures observed.

Emergency Management

- Assist with response/recovery arrangements in accordance with Council's Municipal Recovery Plan.

Other Duties

Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the HSC Enterprise Agreement.

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ORGANISATIONAL RELATIONSHIP

Reports to	Coordinator Service Delivery
Supervises	Nil
Internal liaisons:	Chief Executive Officer Director, Community & Corporate Services Manager, Community Care Community Care Staff Other Council Staff
External liaisons	Community Members Medical Practices Hospitals Community Based Service Providers Government Departments Community Groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the provision of efficient and professional client assessments and reviews in accordance with associated CHSP, Vic HACC PYP and HSC policies, standards and guidelines.
- Accountable for ongoing participation in policy development within the assessment area.
- Accountable for determining the appropriate level of service appropriate to each client in accordance with CHSP, Vic HACC PYP or HSC policies, standards and guidelines.
- Identify any client specific training for Community Care Support Workers that may be required to maintain quality service levels and support clients.
- Accountable for reporting accurate and timely feedback on client issues to the Coordinator Service Delivery.
- Accountable for collating and presenting accurate reports to the Coordinator Service Delivery in line with Council's reporting requirements.
- Ensuring an integrated approach to service delivery through appropriate and timely referrals to relevant service providers.
- Ensuring that all eligible clients receive equitable access to services in line with funding body guidelines.
- Ensure client confidentiality is adhered to by all appropriate means with respect to verbal and written communication and the management and handling of client records.
- Ability to organise work flow to meet KPI and other deadlines.

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JUDGEMENT AND DECISION MAKING

- Exercise independent judgement, decision making and problem-solving skills.
- Actively participate in the continual quality improvement of assessment services.
- Possess an ability to make appropriate and effective decisions in an autonomous capacity with the further ability of recognising when issues need to be referred to the Coordinator Service Delivery.

SPECIALIST KNOWLEDGE AND SKILLS

- Possess an understanding of and ability to perform person centred, goal directed, strengths based, holistic assessments.
- Sound knowledge of the issues that impact clients (and relevant stakeholders) living with physical, psychological, cognitive or age related impairments.
- Knowledge of how the dynamics of funding body standards and guidelines operate within the principals of Wellness and Reablement.
- Sound knowledge of local and regional health and community support service systems & networks for people with physical, psychological, cognitive or age related impairments.
- Well developed computer skills, including the ability to use mobile technology within client's home.
- Knowledge of Occupational Health and Safety issues in relation to in-home service provision.
- Sound understanding and ability to work within Wellness and Reablement models of care
- Ability to effectively apply the principles of relevant policy, best practice, legislative and other related documents as they pertain to the role.

MANAGEMENT SKILLS

- Demonstrated ability to plan, prioritise and organise work - both autonomously or as a member of the team - to achieve all requirements of the role.
- Ability to manage all assessment functions with a focus on continuous improvement
- Ability to interpret and implement policies and guidelines and assist in the development of such documents.
- Work with a broad range of stakeholders to resolve complex client and service related issues.

INTERPERSONAL SKILLS

- The ability to foster constructive relationships with a range of stakeholders in order to effectively perform the requirements of the role.
- Well developed written, electronic and verbal communication skills.
- Ability to communicate effectively with a diverse range of stakeholders..
- Well developed negotiation, advocacy and conflict resolution skills.

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- Employ a responsive, empathetic and respectful approach to interactions with all stakeholders.

QUALIFICATIONS AND EXPERIENCE

Essential:

- A relevant degree in health, social science or related disciplines.
- Experience in holistic, needs based assessment and a knowledge of community based support services.
- Demonstrated ability to work effectively, both independently and as part of multi-disciplinary teams.
- Demonstrated experience and commitment to continuous improvement principals as they relate to the working environment.
- Demonstrated and ongoing commitment to professional development and willingness to be involved in a change management environment; and the ability to participate in contributing to the growth and responsiveness of the service.
- Ability to assist in the development of internal policies and procedures .
- Current Victorian Drivers Licence;
- Satisfactory Police Check and Working with Children Check and updated every 3 years

Desirable:

- Knowledge of Client Management software.

Adherence to all Hepburn Shire Council's policies and procedures including but not limited to:

- Code of Conduct
- Acceptance of Gifts and Hospitality
- Information and Privacy
- Equal Opportunity
- Counselling and Discipline
- Protected Disclosures

VARIATION TO CONDITIONS OF EMPLOYMENT

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

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KEY SELECTION CRITERIA

Selection will be based on the following Selection Criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description:

- Degree qualifications in health, social science or a relevant discipline and experience in the aged care field.
- Experience in and knowledge of contemporary assessment theory and practice with demonstrated expertise in applying such knowledge.
- Demonstrated experience in the application of the Wellness and Reablement approach and funding body guidelines.
- Well developed technology skills.
- Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.

The following signatures are required to indicate understanding, agreement and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in consultation with the employee.

AUTHORISATIONS

CEO _____ Signed _____ Date __/__/__	Dir: _____ Signed _____ Date __/__/__
Manager People and Culture: Signed _____ Date __/__/__	Employee Name _____ Signed _____ Date __/__/__

CONDITIONS OF EMPLOYMENT:

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Hepburn Shire Council employees are:

- Hepburn Shire Council Enterprise Agreement (#8) 2017 (Agreement ID AG2017/1883)
- National Training Wage Award 2000

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details, copies of Awards and Agreements can be downloaded from Fair Work Australia www.fwa.gov.au.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

APPLICATION PROCESS

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination and police check (where appropriate).

Appointment to positions within Hepburn Shire Council is on the basis of merit.

KEY SELECTION CRITERIA

The Position Description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job.

Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

MORE INFORMATION

The Contact Officer's name is stated on the Job Advertisement. If you have any queries please contact this person, so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

CANVASSING OF COUNCILLORS AND COUNCIL OFFICERS:

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.

WHERE TO SEND APPLICATIONS:

Applications can be sent to employmentapplications@hepburn.vic.gov.au or uploaded through SEEK where a role has been advertised.

Applications will be kept strictly confidential and should be addressed to -

Hepburn Shire Council –
Attention CEO Mr Evan King
(write name of position applying for)
P.O. Box 21
Daylesford VIC 3460