



**CONFIDENTIAL**

**Position Description**

**EMPLOYEE:**

**POSITION TITLE:** Home Support Assessment Officer

**POSITION NUMBER:** 077

**MANAGER:** Manager Community Services & Development

**SECTION:** Community Services & Department

**APPOINTMENT:** Permanent Part-time Position

**HOURS PER WEEK:** 22

**LOCATION:** 34 Lyle Street, Warracknabeal

**AWARD:** Yarriambiack Shire Council Enterprise Agreement

**AWARD CLASSIFICATION:** Band 6 Level A

**PREPARED BY:** Community Services & Department

**POSITION OBJECTIVES:**

Provide comprehensive whole of life, person-centred, strengths-based assessments of people referred to home and community care services and Commonwealth Home Support Services, usually involving a home visit to the person and the development of a care plan which identifies the goals, needs and wishes of the client. The plan is finalized and discussed with client before referral to service providers eg: hospital, allied health or general practitioner, and/or other support and assistance to enable people to remain living at home and active in the community. The position also involves communicating the care plan to co-ordinators and/or community care workers and monitoring and reviewing the care plan to ensure that changing needs are responded to appropriately. The assessment officer will also liaise closely with aged and disability service staff and contribute to service co-ordination in relation to referral and provision of services by the agency of the clients choice.

## **KEY RESPONSIBILITY AREAS:**

### **Assessment**

- undertake person-centred living at home assessments of people referred to and eligible for home and community care, focusing on strengths and capacities, their potential to improve, monitoring the duration and timing of support to prevent unnecessary intervention and preserving the person's independence
- develop, together with the client and/or primary carer, and relevant others, care plans which reflect the identified goals of clients, strengths and assessed needs, and communicate this to other team members as necessary
- discuss with clients their rights and responsibilities, including occupational health and safety issues for all concerned and grievance procedures and a clear choice by the clients of the service provider they wish to use
- refer clients to other services/agencies as required and as decided in the care plan or at review
- ensure that all care planning, care co-ordination and review decisions are documented. Maintain records and data and make changes as required

### **Review Care and Co-ordination**

- review care plans for each client as goals are achieved, when requested and more often as required and due to changes in client circumstances. If none of these apply an annual service review will need to be conducted. Reviews will include consultation with the client and other relevant people, including primary carers, staff and other service providers

### **Policy and Planning**

- participate in the ongoing development, implementation and maintenance of assessment and review procedures and processes to ensure effective and open communication between assessment staff and other home and community care staff and to meet community care common standards. Maintain database and provide data on client characteristics and service levels as required by Council or state government
- contribute to identifying service gaps and unmet needs as a member of the Aged & Disability Services Unit
- participate, as requested, in policy, service development and business planning processes
- work within relevant policies and procedures

## **General**

- be prepared to undertake other duties as requested by the Manager Community Services & Development whilst maintaining the responsibilities of the assessment office
- participate, generally, as a team player in and for the Aged & Disability Services Section
- be involved in ongoing professional development and maintaining or upgrading professional qualifications, including participation in Wimmera Assessment Network (or similar)

## **Risk Management**

- understand the duty of care as it applies to the position
- understand the rights and responsibilities of the person who is requesting assistance and ensure that all aspects of risk are considered, discussed and documented without unnecessary restrictions placed on the person
- perform duties in a manner within acceptable level of risk to:-
  - a) the personal health and safety of self, other employees, Council customers and/or the community in general; and
  - b) any property.
- make loss control/prevention a priority whilst undertaking daily tasks on behalf of Council and encourage other employees to work safely;
- report any illness, injury, hazard, near miss or incidents and losses of any kind as soon as they are detected to manager or co-ordinator;
- ensure any new plans or changes to existing systems or assets will consider risk implications; and
- provide risk management and hazard identification related information as requested.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

## **ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Manager Community Services & Development

**Supervises:** Nil

**Internal Liaisons:** Aged & Disability Services Staff  
Staff of other Council Departments

**External Liaisons:** Staff of other community service and health agencies and government departments  
Clients and Carers and their families  
General public

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY, JUDGEMENT AND DECISION MAKING:**

- accountable to the Manager Community Services & Development for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply
- independent day-to-day responsibility for provision of comprehensive Living at Home for under 65 and home support assessments for over 65's along with care planning and client reviews
- exercise independent judgement, decision-making and problem solving skills, in relation to operational, service co-ordination and strategic activities, although freedom to act is governed by established policies, techniques, objectives and budgets with regular reporting to ensure achievement of goals and is subject to professional and regulatory review. Decisions have a significant effect on the programs managed and on individual clients
- responsible for ensuring appropriate referral to meet assessed needs of clients

Note: In their own interests, and as a legal obligation, employees have a responsibility to take reasonable care:-

- to protect their own health and safety at work
- to avoid adversely affecting the health and safety of any other person through any act or omission at work
- to use any equipment provided for health and safety purposes
- to obey any reasonable instruction they may be given in relation to health or safety at work
- to ensure they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety at work or the safety of any other person at work

- to promptly report all accidents to their supervisor.

## **RISK AND OHS MANAGEMENT / STAFF AUTHORITY AND RESPONSIBILITIES:**

The following authorities and responsibilities are assigned to the levels of management and staff as shown and are based on those in the Occupational Health & Safety Act 2004.

### **Employees - Occupational Health and Safety**

- Comply with all Risk and OHS Management procedures and requirements.
- Work safely and not place at risk the health and safety of other employees, contractors, volunteers or the general public.
- Visually monitor and report risk and safety management issues to your relevant Supervisor or Manager. Assist your Supervisor or Manager to rectify risk and safety issues to make the workplace/worksite safe.
- Ensure asset related damage, hazards or potential hazards are reported to your manager, supervisor or OHS representative.
- Encourage other employees to consider safety factors within the working environment.
- Attend Risk and OHS compliance training as directed.
- Be an active member of your OHS designated working group. Show commitment to risk and safety through participation in formal and informal discussions/ meetings on risk and OHS issues.
- Cooperate with your employer and fellow employees with respect to any action taken by the employer to comply with the OHS Act.
- Attend safety meetings, tool box meetings and safety training as directed by your Supervisor or Manager.

### **SPECIALIST SKILLS AND KNOWLEDGE:**

- comprehensive strengths-based assessment skills
- knowledge of specialist assessment agencies including my aged care network and systems
- thorough knowledge of health and community support networks for frail aged people, people with disabilities and their carers
- an understanding of home and community care guidelines or Commonwealth Home Support Plans, policies, practice guides, and the Active Service Model
- knowledge of and sensitivity/compassion for issues confronting frail older people, people with disabilities and their carers
- knowledge of service providers available for clients in our region
- understanding of relevant legislation eg: Occupational Health and Safety, Guardianship and Administration

## **MANAGEMENT AND ADMINISTRATIVE SKILLS:**

- effective time management skills and the ability to set priorities, plan and organise own work so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures
- ability to balance individual client needs together with those of care workers and other Council staff and work co-operatively with other members of the Aged & Disability Services Unit, managers, carers and other service providers to resolve (often complex) client and service related issues
- assist with planning and implementation of training programs in the Aged & Disability Services Unit
- ability to effectively and independently solve problems utilising available resources

## **INTERPERSONAL SKILLS:**

- excellent verbal and written skills together with a strong customer focus and the ability to communicate flexibly, sensitively and effectively with clients, carers, colleagues, other agencies and the public to achieve appropriate service provision for customers
- ability to resolve conflict and persuade, convince or negotiate in a constructive manner
- adaptability and flexibility in response to changing circumstances, priorities, etc and a belief in the right of the individual to determine his/her own life-style

## **QUALIFICATIONS AND EXPERIENCE:**

- an appropriate degree or diploma in social work, welfare work, allied health, nursing or other relevant area
- extensive relevant experience in comprehensive needs-based assessment and a sound knowledge of community care networks and options
- excellent computer skills
- current driver's licence
- able to satisfactorily complete a police records check
- working with children's check

**SELECTION CRITERIA:**

- an appropriate degree or diploma in social work, welfare work, allied health, nursing or other relevant area
- extensive relevant experience in comprehensive needs based assessment and a sound knowledge of community care networks and options
- thorough knowledge of, and experience in, comprehensive needs-based assessment under home and community care guidelines, Commonwealth Home Support Plans and within the Active Service Model
- knowledge of health and community care options for people with disabilities and frail aged people
- excellent written, verbal and interpersonal skills, and computer and IT skills
- ability to work independently and as part of a team (including across teams within the section)
- demonstrated experience and willingness to be involved in a change management environment and the ability to participate in contributing to the growth and responsiveness of services
- proven ability to develop and document policies, procedures and protocol
- preparedness to commit to ongoing professional development

This document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described and outlined in this document. All staff are expected to demonstrate behaviours that align with Yarriambiack Shire Council core values and Employee Code of Conduct.

**Employee Declaration**

I AGREE THIS POSITION DESCRIPTION REFLECTS MY CURRENT DUTIES AND RESPONSIBILITIES.

Signed .....

Date : .....