INTAKE OFFICER
POSITION DESCRIPTION

POSITION NO: 1703
STATUS: Temporary Part Time
CLASSIFICATION: Band 5
OCCUPANT: Vacant
DATE: December 2016

POSITION CONTEXT & OBJECTIVE(S):

This position is located in the Home Support Unit and has the central intake responsibility for Aged and Disability clients.

The position is responsible for the intake of clients from the My Aged Care Service Provider Portal, initial contact with Client, the preparation of Client Care Plans, completion of OH&S documentation and confirmation of Commonwealth Home Support Plan (CHSP) Services. The position works closely with the Service Delivery team to ensure a high standard of client service delivery is achieved.

Key objectives include:

1. To perform duties as an Intake Officer with a focus on the Wellness and Reablement principles of the Commonwealth Home Support Programme (CHSP) and My Aged Care (MAC).
2. To complete Client Care Plans that reflect client aspirations, respond to their current service needs and will contribute to their overall health and wellbeing.
3. Through the completion of OH&S inspections and documentation ensure the safety of both Community Support Workers (CSW) and Clients', while services are being delivered.
4. To focus on finding the service solutions that maintain and strengthen individual clients' capacity and independence so they can continue with their activities of daily living and retain their social, community and family connections.
5. To provide the Service Delivery team with completed intake details that allow for the timely commencement of service(s).

KEY RESPONSIBILITIES AND DUTIES

- Respond to enquiries and referrals from My Aged Care and external agencies and compete intake procedures for client/carer in accordance with agreed policy, criteria and guidelines.
- Contribute to the establishment of individual client services so they are delivered in a safe and timely manner.
- Use a Wellness and Reablement approach to develop individual client care plans which identify client and/or carer needs and capacities, hopes and concerns including service recommendations that seek to build on existing strengths and interests to maintain independence.
• Arrange, conduct and document whole-of-system Home Support Care Plan preparation as part of the CHSP programme including the involvement of clients’/carers as required.

• Complete appropriate OH&S inspections and documentation checks for all proposed services.

• Ensure appropriate CHSP documentation is maintained in Council’s internal client management system as required to meet statutory requirements including statistical data for reporting purposes.

• Maintain strict client confidentiality while reinforcing the client’s rights and responsibilities.

• Adhere to protocols and agreements between Council and other relevant agencies and organisations, particularly as they relate to the delivery of optimum customer service within agreed timelines.

• Participate in relevant meetings both within Council and externally to ensure that knowledge of Council and external services and programs are up to date, and to form professional relationships for the benefit of client outcomes.

• The incumbent may be directed to carry out such other duties as are within the limits of his / her skills; competence and training provided such duties do not promote a narrowing of his / her skill base or any conflict of interest.

1. Program Development
   • Contribute to the ongoing development of the service, ensuring that it reflects the philosophy of Wellness and Reablement i.e. a philosophy that focuses on whole-of-system support to maximise a client’s independence and autonomy.
   • Participate in the development, implementation and review of policy, procedures, processes and protocols for Client Service Delivery.
   • Provide advice on the effectiveness and efficiency of service delivery and work with other team members and the Service Manager Home Support to implement strategies to improve the service.

2. Other Duties
   • Undertake other duties as directed while ensuring no conflict of interest with any service delivery functions.

**SELECTION CRITERIA:**

Applicants should address the following in their applications:

1. Relevant qualifications and experience in community aged and/or disability services.
2. Demonstrated knowledge and experience working within the area of Community Aged Care.
3. Extensive experience in the preparation of client care plans.
5. An excellent knowledge and understanding of the service sector and the role and operations of Local Government.
6. A thorough understanding of wellness and reablement principles.
CURRENT DRIVERS LICENCE

Applicants should address the specialist skills and knowledge in their applications. The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

ORGANISATIONAL RESPONSIBILITIES

The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

POLICE RECORDS CHECK:

The incumbent must have and maintain a current Police Records and/or Working with Children Check.

☐ YES

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Warrnambool City Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS:

| Reports to: | Service Manager Home Support |
| Supervises: | Nil |
| Internal Contacts: | Capacity Access and Inclusion Branch and select other Council Staff |
| External Contacts: | My Aged Care, South West Aged Care Assessment Service, Primary Health and Community service providers, Hospitals, District Nursing Service, Local Medical Officers, Local and State Based Advocacy Associations, Case Managers, Department of Veteran’s Affairs, Department of Health and Human Services, Service Users, Residents and Visitors, Local Government Authorities and other stakeholders |

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Participate in the preparation, development, implementation and evaluation of Council and My Aged Care policies, procedures, protocols and processes in relation to Home Support Services.
- Determine service resource allocation to ensure a whole-of-system support to maximise a client’s independence and autonomy.
- As part of the service and review process, and community consultation mechanisms, to monitor service quality and provide feedback to the Service Delivery team and Service Manager Home Support and/or Capacity, Access and Inclusion Manager
- Complete OH&S inspections and reports that will ensure services can be delivered in a safe environment
- Monitor the establishment of client services so they are delivered within designated timeframes.

JUDGEMENT AND DECISION MAKING:

- Use Independent judgement and problem solving on a day-to-day basis.
• Apply assessment criteria in line with the philosophy of Wellness and Reablement i.e. finding the service solutions to best support each individual’s aspirations to maintain and strengthen their capacity to continue with their activities of daily living, social and community connections.
• Demonstrate empathy with the Home and Community Support and Carer target group.
• Manage any conflict of interest in dealings with internal CHSP Regional Assessment Service (RAS) staff, functions and systems.
• Ensure procedural separation of duties from RAS is enacted as part of the role.

THE FOLLOWING KNOWLEDGE AND SKILLS ARE REQUIRED TO BE UTILISED:

• Demonstrated experience in working with older people, people with a disability and their carers
• An understanding and sensitivity to the needs of people from a culturally and linguistically diverse background and members of the ATSI community and people from diverse backgrounds.
• The ability to operate a personal computer and an understanding of managing and maintaining databases.
• Demonstrated knowledge and understanding of the CHSP programmes and OH&S frameworks as they apply to Wellness and Reablement principles.
• A sound knowledge and understanding of State and Commonwealth policy and funding arrangements.

THE FOLLOWING MANAGEMENT SKILLS ARE REQUIRED TO BE UTILISED:

• Ability to manage personal workload, corporate requirements and community process expectations within timelines, available resources and overall Council policies whilst maintaining a customer service focus.
• An ability to analyse problem/difficult situations and to seek solutions that effectively address the issue and are resource efficient.

THE FOLLOWING INTERPERSONAL SKILLS ARE REQUIRED TO BE DEMONSTRATED:

• Ability to provide a high level of verbal and written communication skills.
• Capacity to work cooperatively with a wide range of individuals and organisations in the Aged and Disability Services sector, including community groups, the general public and all levels of government.
• Strong advocacy, negotiation and conflict resolution skills.
• Ability to participate in the decision making process and be responsible and accountable for performance.
• Proven ability to gain co-operation of clients/carers in the development of service options and policy change.

THE FOLLOWING QUALIFICATIONS AND EXPERIENCE ARE REQUIRED FOR THE POSITION:

• Demonstrated understanding for the needs and issues facing older people, people with disabilities and their carers.
• Experience, knowledge and understanding of the CHSP programme and the Wellness and Reablement support is highly desirable.
• Experience in the development and monitoring of Client care plans.
• Competence in computer based data processing, word processing and spreadsheets.
• Current Victorian Drivers Licence.

**RELEVANT PHYSICAL RESPONSIBILITIES**

**Location of work:** This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
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<td>x</td>
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<tr>
<td>Outside</td>
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</table>

**Physical activities:** The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
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<tbody>
<tr>
<td>Standing</td>
<td></td>
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<tr>
<td>Sitting</td>
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<tr>
<td>Bending</td>
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<tr>
<td>Walking</td>
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<td>x</td>
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<tr>
<td>Repetitive hand work</td>
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<td>x</td>
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<tr>
<td>Heavy lifting (&gt;15kg)</td>
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**Plant and Equipment:** This role involves working with or near plant or equipment:

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<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
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<tbody>
<tr>
<td>Rotating parts</td>
<td></td>
<td>x</td>
<td></td>
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<tr>
<td>Noisy Environment</td>
<td></td>
<td>x</td>
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<tr>
<td>In proximity of Mobile or Moving plant</td>
<td>x</td>
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<tr>
<td>Strobe or similar lights</td>
<td></td>
<td>x</td>
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<tr>
<td>Operating plant controls</td>
<td></td>
<td>x</td>
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<tr>
<td>Driving plant or vehicles</td>
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<tr>
<td>Machinery Vibration</td>
<td></td>
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<tr>
<td>Ability to distinguish between colours</td>
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<td></td>
<td>x</td>
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<tr>
<td>Using hand held tools</td>
<td></td>
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<td>x</td>
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<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
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<td>x</td>
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<tr>
<td>Working in hot surroundings</td>
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**Other activities:** This role may also include:

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<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
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<tr>
<td>Talking on the phone</td>
<td></td>
<td>x</td>
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<tr>
<td>Direct contact with people</td>
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<td></td>
<td>x</td>
</tr>
<tr>
<td>Working at heights</td>
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<td>x</td>
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<tr>
<td>Working with animals/ wildlife</td>
<td></td>
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**CONDITIONS OF EMPLOYMENT:**

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

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

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<tr>
<td>Signature:</td>
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TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
• Provide a consistently high level of service to our customers in a prompt and pleasant manner.
• Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
• Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
• Develop individual skills and knowledge that will better serve our customers.

**Occupational Health & Safety/Risk Management**
• Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
• Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
• Observe and comply with Council’s Risk Management Policy, procedures and processes.

**Equal Employment Opportunity and Diversity**
• Demonstrate an awareness and understanding of state and federal equal opportunity laws
• Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
• Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

**Learning & Development**
• Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
• Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
• Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

**Information Technology & Records Management:**
• Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
• Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
• Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
• Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
• Not use Council IT systems and electronic resources
  - for excessive or unreasonable personal use;
  - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the...
Council's resources, including Council's IT Systems. Filtering systems are installed in the Council's IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked.

By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee's use of the Council's IT Systems and electronic resources, either at the Council's premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community

Sustainability

- Incorporate Warrnambool City Council's sustainability objectives and targets into projects, programs and services.
- Within the the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.

Warrnambool City Council's Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council's intranet (Noticeboard) or by contacting Human Resources.

ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

HOURS OF DUTY:

Hours of duty will be 22 hours per week as negotiated with the Service Manager. During periods of exceptional demand, hours may be worked outside of general hours of duty.

TENURE:

The tenure of this position is temporary part time and continuation beyond 30 June 2019, is subject to funding.

MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

SALARY:

This position is classified by council as Band 5 and carries a current base salary range of $66,209 to $76,092 p.a (inclusive of 9.5% employer superannuation) per annum (pro-rata).
The actual salary will be agreed with the successful applicant taking into account skill level and experience.

**LEAVE ENTITLEMENTS:**

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years' service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

*Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.*

**SUPERANNUATION:**

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

**RESIGNATION/TERMINATION:**

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

**SMOKING:**

Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

**EMPLOYEE BENEFITS:**

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council’s Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships
Privacy Act Information

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

RIGHT TO WORK IN AUSTRALIA

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

INTERVIEW:

Applicants should be prepared to attend a personal interview, if required.

PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children’s Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

DRIVERS LICENCE:

Applicants are required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.