

CLASSIFICATION: Band 5

OCCUPANT: Vacant

DATE: May 2025

POSITION CONTEXT & OBJECTIVE(S):

This position is located in the Community Care Unit and is responsible for providing a high quality, customer focused, centralised intake service to meet the specific needs of clients of Home and Community Care Program for Younger People (HACC PYP) and Commonwealth Home Support Program (CHSP) referrals.

Foster positive working partnerships with all stakeholders with an emphasis on Wellness and Reablement principles and the client directed care framework. The position works closely with the Community Care 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 Community Care Service Delivery team with completed intake details that allow for the timely commencement of service(s).

KEY RESPONSIBILITIES AND DUTIES:

1. *Service Coordination*

- Provide high quality, professional and effective customer service at first point of contact to members of the community, service providers and other relevant stakeholders.
- Respond to enquiries and referrals from My Aged Care and external agencies and complete intake procedures for client/carer in accordance with agreed policy, criteria and guidelines. Maintain effective monitoring systems to identify changes in client needs and initiate appropriate referral for reassessment or review. 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 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 client 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.
- Proficient in the use of client database systems and corporate Council systems.
- 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.

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2. 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.
- Maintain up to date knowledge of the community sector including aged care, disability, community health, home care packages and veterans care
- Ensure service compliance and provision within objectives and guidelines of Council, Department of Health and Human Services (DHHS) funding and service agreement and Department of Health (DoH) funding and service agreement.
- Assist the Community Care Manager to manage the approved annual budget for Home and Community Care and provide feedback and input.
- Participate and contribute to the service unit's strategic planning and goals.
- Promote WCC Community Care Programs to clients and the broader community

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Relevant qualifications and experience in community aged and/or disability services.
 - Demonstrated knowledge and experience working within the areas of Aged Care, Disabilities and/or community services , particularly in service and program management.
 - Well-developed ability to interact and engage effectively with a diverse range of clients, communities and other stakeholders.
- Confident in the preparation of holistic client centered care plans and in providing advice and information to clients in relation to their specific referrals.
- Experience in conducting Work Health and Safety risk assessments and associated documentation.
Ability to plan and prioritise work in an effective manner.
- Experience, knowledge and understanding of the community service sector and the role and operations of Local Government
- Ability to work in a team environment and a commitment to achieving quality outcomes.
- Highly developed skills to work with a range of computer software packages including relevant client management systems, computer applications including word processing, spreadsheets and database programs.
- Current drivers licence and Working With Children's Check

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.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Service Manager Community Care
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

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INTAKE OFFICER

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 Community Care and/or Capacity, Access and Inclusion Manager
- Complete Work Health and Safety 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.

SPECIALIST KNOWLEDGE AND SKILLS:

- 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.

MANAGEMENT SKILLS:

- 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.
- Introduce and implement changes to aid the service provision intake process.
- Coordinate relevant services with the required client referrals.
- Manage a variety of complex issues and referrals concurrently

INTERPERSONAL SKILLS:

- 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.
- Gain cooperation and assistance from various stakeholders in order to achieve set objectives.
- Deliver high quality, professional and effective customer service to all stakeholders.
- Sensitivity in responding to stakeholders from a range of lifestyles, backgrounds, capacities, expectations and cultures.

QUALIFICATIONS AND EXPERIENCE:

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INTAKE OFFICER

- Demonstrated understanding for the needs and issues facing older people, people with disabilities and their carers.
- Diploma of Community Services or Nursing
- Experience, knowledge and understanding of the CHSP programme, Home And Community Care Program For Younger People, 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.

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

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.

Name:	
Signature:	
Date:	

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