



## **POSITION REQUIREMENTS**

<b>POSITION:</b>	Intake Officer
<b>POSITION #:</b>	10107
<b>CLASSIFICATION:</b>	Band 5
<b>SECTION:</b>	Community Services
<b>UNIT:</b>	Aged & Disability Services
<b>REPORTS TO:</b>	Coordinator Aged & Disability Services
<b>DATE APPROVED:</b>	September 2008
<b>APPROVED BY:</b>	Manager Community Services

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### **1. POSITION OBJECTIVES**

- Manage the gateway for all Nillumbik Shire residents on Aged and Disability Services matters
- Provide information and referral pathways to Nillumbik Shire residents on Aged and Disability inquiries
- Ensure all clients have the resources and support to live independently in a safe environment
- Provide general administration in Aged and Disability Services Department

### **2. MAJOR ROLES AND RESPONSIBILITIES**

- To facilitate the provision of high quality Home and Community Care (HACC) services that assist frail older people, people with disabilities and their carers to live independently in their own homes.
- To be responsible for ensuring the effective and efficient administration management, including client data entry and invoice processing of the Home and Community Care services.
- To ensure that all referrals are responded to as soon as possible and on an equitable basis in relation to need.

- Undertake a skilled process of inquiry with the consumer about their health and wellbeing needs including the consumer's social, psychological, medical and physical aspects as appropriate.
- Screen consumers for eligibility for services offered by Nillumbik Shire Council Aged Services Unit (Homecare, Personal Care, and Respite Care, Delivered Meals, Home Maintenance and Assisted Transport).
- Assist consumers to determine their issues, identify their needs and refer on where necessary.
- Inform consumers about the services available, eligibility criteria, waiting list and their rights and responsibilities in relation to accessing services.
- Ensure the provision of information and the negotiation of referral pathways are in accordance with the Victorian Service Coordination Practice Manual and Nillumbik Shire Council's policies and procedures.
- To ensure that client confidentiality is protected by all appropriate means, with respect to verbal and written communication and in the management and handling of client records.
- Assist and encourage external agencies to make appropriate referrals to Nillumbik Shire Council.
- Support internal teams to make appropriate referrals.
- To liaise daily with the Coordinator Aged Services to ensure the efficient working of the service.
- To provide information to residents and staff in relation to Aged & Disability Services.
- Provide input to the development of policies and procedures with respect to Aged & Disability Services.
- To develop priorities and plan improvements in accordance with overall service goals, and in consultation with the Aged Services Team.
- To assist with the Delivered Meals Program and support other program staff when directed.

### **3. ORGANISATIONAL RELATIONSHIPS**

Reports To:	Coordinator Aged & Disability Services
Internal Contacts:	Other members of the Community Services Team, Australian Home Care Services and Administration Staff Managers and staff of other sections Group Managers and Chief Executive Officer
External Contacts:	Residents/Consumers Community groups and Network Agencies

Work tasks will be co-ordinated with other members of the HACC Assessment team and the Coordinator Aged Services.

#### **4. ORGANISATION CONTEXT**

Council is committed to the delivery of high quality services and customer support. This role plays a critical role in ensuring internal systems and processes deliver needed information and written and oral communication is accurate and supports Council's goals.

#### **5. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- The Intake Officer is accountable for undertaking telephone intake interviews of new and existing consumers of the Unit.
- The Intake Officer is accountable for objective and professional decision making about the service eligibility and needs of consumers of HACC services within Nillumbik Shire Council.
- The Intake Officer has authority to work directly with service users in establishing their needs in consultation with the HACC assessment officer.

#### **6. JUDGEMENT AND DECISION MAKING**

The Incumbent will be required to:

- Provide authoritative advice to the Coordinator Aged & Disability Services on issues associated with Intake Services.
- Provide information for effective decision-making, particularly in situations requiring an urgent and immediate response.
- Supervision is generally in the form of pre-determined objectives and guidelines or in the form of special tasks, projects or assignments.

#### **7. SPECIALIST KNOWLEDGE AND SKILLS**

- Ability to make sound professional decisions under pressure.
- Ability to represent or report on issues pertaining to consumers and/or carers using HACC services.
- Commitment to consultation processes.
- Demonstrated ability to solve problems and implement improvements to respond to changing customer needs.
- Ability to work as a team member.
- Ability to speak a second language is highly regarded.

## **8. MANAGEMENT SKILLS**

Ability to:

- Set priorities, plan and organise one's own work to achieve specific and set objectives in the most efficient ways possible
- Utilise sensitive information discretely and ensure confidential material is handled appropriately
- Manage competing demands within Aged and Disability Services Unit and negotiate agreed priorities and project timelines
- Record minutes of meetings, prepare agendas and follow-up action items

## **9. QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualifications in Nursing, Allied Health or Human Services, or a related field.
- Demonstrated knowledge of HACC Services and Aged & Disability issues.
- Relevant experience in undertaking preliminary presentation assessments.

## **10. KEY SELECTION CRITERIA**

- A tertiary qualification in a human services field.
- Highly developed communication and interpersonal skills.
- Comprehensive understanding of the HACC program, including funding arrangements, and eligibility requirements.
- Advanced level of administration skills.
- Computer literacy.
- A current Victorian Drivers Licence.
- Understanding of current issues in the Aged & Disability Services field.
- Experience in working within HACC program.

**The preferred candidate for this position will be required to undertake a pre employment police check. This check will be completed following permission from the preferred candidate.**

**Further information**

To obtain any additional information regarding this position, please contact Kristy McKellar, Coordinator Aged Services on (03) 9433 3354.

**Application information**

Applications for this position should be marked Confidential Job Application quoting position number #10107 and submitted by email to: [job.applications@nillumbik.vic.gov.au](mailto:job.applications@nillumbik.vic.gov.au) . If you have any questions when submitting your application please contact Organisational Development on (03) 9433 3253.

Applications must be received by 4pm Friday 19 February 2010.

The successful applicant will be required to sign a copy of the Position Description to state that they have read and understood and agree to all requirements.