

APPLICATION GUIDELINES

These guidelines are provided to assist you in submitting your application for the advertised position with the City of Greater Bendigo. Please ensure that you read the instructions carefully, prior to submitting your application.

Attached is a position description which will provide information on the advertised position. If you require any further information regarding this position, please contact **Sue Harrison, Coordinator Home Support on 03 5434 6407.**

Applications must be received by close of business **Monday 10 April 2017.** Applications will be short listed for interview based on the responses to the key selection criteria. Applications should be marked 'Confidential' and may be submitted by:

Website: www.bendigo.vic.gov.au/About/Working-at-the-City-of-Greater-Bendigo/Current-vacancies - Use the **Apply Now** section for the appropriate position and follow the prompts **(Preferred option)**

Post: HR / Recruitment Officer
City of Greater Bendigo
PO Box 733, BENDIGO 3552

In person to: 195-229 Lyttleton Terrace, Bendigo

Please ensure that your application includes:

- A copy of your current resume, including contact details for two (2) work related referees (referees will only be contacted after a personal interview has been conducted)
- Covering letter
- A statement addressing each key selection criteria

Please note: if your application is successful we will require the following documents prior to commencement:

- Birth Certificate or Extract and any formal registration of name changes such as a Marriage Certificate, or deed poll documentation (if name is different on Birth Certificate/Extract)
- Photo Identification, i.e. Current Driver's Licence, Passport
- If your birthplace is outside Australia, documents proving you are legally able to work in Australia, i.e. Evidence of citizenship/permanent residency status or working visa

For further information on Bendigo, please visit our website at www.bendigo.vic.gov.au
Thank you for your interest in this position; we look forward to receiving your application.

The City of Greater Bendigo aspires to be a values driven organisation

Working together to be the best we can for our community

Our Values: We Lead, We Learn, We Care, We Contribute, We Respond, We Respect

<u>POSITION TITLE:</u>	HOME SUPPORT ASSESSMENT OFFICER
<u>EMPLOYMENT STATUS:</u>	FULL TIME, TEMPORARY (UNTIL JUNE 2019)
<u>CLASSIFICATION:</u>	BAND 5
<u>SALARY RANGE:</u>	\$63,560 - \$74,065 + SUPER
<u>UNIT:</u>	COMMUNITY SERVICES
<u>DATE REVIEWED:</u>	FEBRUARY 2017

THE DIRECTORATE:

The Health and Wellbeing Directorate brings together the suite of service delivery areas that contribute to making Bendigo a great place to live. The Directorate is responsible for:

- Providing services for children, families, the frail aged and people with a disability
- Planning and delivery of recreation and open space opportunities
- Managing the City's 1000 buildings and other structures
- Monitoring and enforcing, food and tobacco regulations, fire prevention, public health standards and Local Laws
- Monitoring and enforcing parking and animal regulations
- Building community capacity by developing partnerships, improving community safety, organising events and supporting cultural and ethnic diversity.

THE UNIT:

The City of Greater Bendigo's (the City) Community Services Unit aims to provide a comprehensive and integrated range of services for children and their families, frail aged people, people with a disability and their carers.

Early Years Services deliver an integrated program of services including early learning centres, maternal and child health and immunisation services, linking government agencies, welfare and community service agencies, and the community.

Home Support Services provides a comprehensive range of services for frail aged people, people with a disability and their carers. Services are provided to assist people to be more independent at home and in the community through Home and Community Care (HACC) and Commonwealth Home Support Programme (CHSP).

Background

The Home Care Assessment Officer undertakes Living at Home Assessments (LAHA) which are underpinned by the Department of Health's Active Service Model (ASM). A LAHA identifies a person's strengths, abilities and resources and seeks to build on these in a restorative manner when planning any service interventions. A LAHA is used to gain a broad understanding of a person and their family or carer's needs for community-based services, in order to build people's capacity to remain living as independently as possible. A service specific assessment is used to assess for a specific HACC service or activity.

The Home Care Assessment Officer also operates within the Loddon Mallee Regional Assessment Service and the My Aged Care environment. The Home Care Assessment Officer utilises the National Screening and Assessment Form (NSAF) to assess the broad aged care needs of clients and determine eligibility for the Commonwealth Home Support Programme (CHSP). The NSAF supports the collection of information to create a central Commonwealth client record in My Aged Care, and identifies a person's strengths, abilities, existing supports, and considerations related to health, lifestyle, home and personal safety.

The position involves monitoring and reviewing clients, to implement reablement supports and ensure that changing needs are being responded to appropriately. The position also works closely with other home care service staff, CHSP service providers and community based supports to coordinate referrals and the provision of information and services.

POSITION OBJECTIVES:

- Provide LAHAs which include: intake, referral, care planning, care coordination and information services for the Home Care services.
- Undertake assessments using the NSAF which include: intake, referral, support planning, care coordination and reablement support for the Loddon Mallee Regional Assessment Service.
- Support frail older people and people with disabilities to live independently in the community through the provision of information and appropriate support services.
- Ensure clients are supported and encouraged to maintain their maximum functional ability and independence.
- Ensure the City's resources are distributed in the most effective and equitable way which align with State and National program directions.

KEY RESPONSIBILITIES & DUTIES:

Assessment and Review

- Undertake Home Support assessments for persons over 65 years which meet the current requirements of the My Aged Care Regional Assessment Services (RAS). Update and complete the electronic NSAF for clients over 65 years.
- Develop and review of client Support Plan for clients over 65 years.
- Undertake LAHA and review of clients under 65 years referred to Home Support Services to determine the type and level of service required in accordance with Home and Community Care Program for Younger People (HACC PYP) guidelines and the City's policies and procedures; and Priority of Access (POA) tool to ensure equitable and timely service delivery.
- Develop client care plans in conjunction with clients, their carers and families; for people under 65 years.
- Monitor client needs and review and reassess clients.
- Ensure all client related activity is conducted within the Active Service wellness and reablement principles to achieve optimum level of functioning and independence.
- Facilitate referrals both on and off the My Aged Care system.
- Work with the Coordinator Home Support to contribute to the planning and provision of services to ensure high quality and client focused assessment services are delivered to a diverse community in accordance with government and City's requirements.
- Review assessment documentation and ensure that the Minimum Data Set (MDS) and Data Exchange (DEX) items are completed.
- Complete Home Safety Checks to ensure clients and staff safety complies with the City's guidelines for clients under 65 years.
- Accurately record information pertaining to client assessments, reviews and outcomes using My Aged Care and Xpedite systems.

Review and Care Co-ordination

- Review care plans of clients under 65 years when requested or annually, and more often as required due to changes in clients' circumstances.
- Regular reviews that include consultation with the client and other relevant people, including primary carers, staff and other service providers for clients under 65 years.
- Maintain accurate client records in My Aged Care and Xpedite and provide data on each client and service levels as required.
- Ensure client's privacy is valued and personal information is treated confidentially and according to the Information Privacy Act 2002 and Health Records Act.
- Meet with Home Care staff regarding clients and their care plans as required.

- Policy and Planning Assist with planning for the provision of assessment services and development of policy and procedures to ensure high quality and client focused assessment services are delivered by the Assessment team to the City's diverse community.
- Contribute to identifying service gaps and unmet care needs.
- Participate in the quality framework and compliance with the Community Care Common Standards.
- Work within relevant policies and procedures in Home Care Assessment Services and Home Care Services.

Administration

- Ensure all documentation pertaining to the client's assessment and service provision is complete, accurate and recorded including ongoing review of the client's needs, unmet needs and client outcomes. NSAF for clients over 65 years and HACC PYP Assessment tool for clients under 65 years.
- Meet targets for client assessments and reviews, and report on each month.
- Provide statistics, data and reports as required to the Coordinator Home Support.
- Cooperate with other agencies to discuss specialist care matters.
- Extract monthly reports from Xpedite that provides information on reviews to be undertaken for the month.
- Carry out other duties that are within the limits of the employee's skill, ability, competence and training, and the requirements of the role as may be directed from time to time by more senior staff.

Occupational Health and Safety (OH&S)

- Report hazards and incidents as soon as possible.
- Participate in investigations and assist with the implementing corrective actions.
- Wear identification and follow safe work procedures.
- Provide a safe working environment for the community and private property whilst engaged in work practices.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to personal and public safety.
- Responsible for compliance with OH&S regulations relevant to the tasks performed.
- Participate and complete relevant risk assessments and other OH&S documentation as required.
- Provide a safe working environment for self, clients and fellow workers.

- Ensure that the client's Care Plans follow safe work practices, guidelines, procedures, and instructions.

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Home Support Assessment Team Leader
Manages / Coordinates:	Nil
Internal Liaisons:	Coordinator Home Support, Home Support Supervisors, Home Support staff and other City employees.
External Liaisons:	Bendigo Health, service providers, clients, carers and their families, Department of Health and Human Services, and My Aged Care.

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Ensuring that Home Support Services continue to develop in response to new initiatives in care planning and assessment, including appropriate service provision to Cultural and Linguistically Diverse (CALD) and vulnerable people.
- Ensuring that accurate information and advice is provided to residents, clients and other agencies.
- Develop care plans in consultation with the client, and ensure that planned services and advice is delivered based on the client's identified needs.
- Ensure clients are advised of their rights to privacy in areas of gathering, storage and retrieval of personal information, and that these rights are actively practiced within the working environment.
- The freedom to act in this position is determined by the City's policies and procedures and Department of Health's Funding and Service Agreement requirements under direction and advice provided by the Coordinator Home Support.
- Regulate and provide advice to clients including specialist advice, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.
- Provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

JUDGEMENT & DECISION MAKING:

- The objectives of the work are well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

- Ability to solve problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice will usually be available within the time required to make a choice.
- Authorised to make decisions in relation to the provision of assessment services and makes recommendations to the Coordinator Home Support on matters of complex care needs and that are outside this jurisdiction.
- A high level of initiative is required in developing and maintaining effective partnering relationships with CALD communities and ethno-specific and multicultural and diverse groups of agencies.

SPECIALIST SKILLS & KNOWLEDGE:

- An understanding of the relevant technology, procedures and processes used within the Community Services unit.
- Ability to interpret regulations and an understanding of the underlying principles involved as distinct from the practices.
- An understanding of the role and function of the senior employees to which the role provides support, an understanding of the long term goals of the Community Services unit, and an appreciation of the goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Well-developed knowledge of issues relating to socially isolated frail aged and people with disabilities and their carers.
- Knowledge and understanding of the Community Care Common Standards and other relevant quality assurance systems.
- Well-developed knowledge and understanding of the principles of assessment and review of services for clients and carers.
- Understanding of the community support needs of older people and people with disabilities and their carers, especially in regards to people from culturally and diverse backgrounds, mental health backgrounds and Gay, Lesbian, Bisexual, Transgender and Intersex communities.
- Substantial experience in providing good customer service, particularly in dealing with people of diverse backgrounds and life experiences.
- Understanding of the Active Service principles and person centred approach including wellness and reablement principles.
- Proficient in the use of computer software, including knowledge of Xpedit (client management data system), data entry and report generation.

- Knowledge and understanding of quality assurance and occupational health and safety issues.
- Knowledge and understanding of My Aged Care, HACC PYP and CHSP guidelines and priorities.

MANAGEMENT SKILLS:

- Skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other employees, so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- An understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

INTERPERSONAL SKILLS:

- Ability to demonstrate and display the City's staff values and behaviours.
- Ability to provide excellent customer service in adherence to the City's Customer Service Charter.
- Ability to gain co-operation and assistance from clients, members of the public, other service providers and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.
- A high level of advocacy and interpersonal skills.
- Ability to communicate sensitively and effectively with a diverse range of people and work collaboratively within a team environment.
- Ability and commitment to maintain confidentiality at all times.
- Proven skills in quality report writing and preparing external correspondence.

QUALIFICATIONS & EXPERIENCE:

- Degree or Diploma qualification in social work, allied health, nursing or a Graduate Certificate in Community Services or other relevant area, together with relevant experience and work skills in comprehensive needs based assessment and care planning.
- Experience working within the Community Care sector with frail aged people and people with disabilities.
- Experience in assessment and knowledge of the Assessment Framework.
- Demonstrated knowledge of the CHSP and HACC PYP target group and the CHSP and HACC PYP and related services.

- Sound understanding of the issues relating to ageing and living with a disability, including issues facing those who are full time carers.
- A current driver's licence.

Additional Information

- As part of the City's Recruitment and Selection and related policies, a satisfactory Police Record Check and Working With Children Check is required for this position.
- You may be provided with or use equipment that contains electronic monitoring devices.
- As part of the DHHS guidelines, Home Care Assessment Officers are not permitted to backfill or assist in service provision whilst undertaking this role. Please discuss any concerns with the Coordinator Home Support.

KEY SELECTION CRITERIA:

- Qualifications and/or relevant experience in allied health, nursing, social work or community services.
- Demonstrated knowledge and understanding of the HACC program and the ASM approach to service delivery.
- Demonstrated understanding of the CHSP and HACC PYP assessment process and the ability to undertake care coordination including an understanding of other support services.
- Ability to work with clients and their families to identify and develop their goals and ensure an ASM and reablement approach.
- Excellent organisational skills with an ability to work to deadlines and meet targets.
- Demonstrated understanding of and the ability to effectively communicate with a diverse range of people from a variety of socio-economic, culturally and linguistically diverse backgrounds.