



POSITION DESCRIPTION

Community Care Support Officer

This position description describes the scope and skills required of the Community Care Support Officer at Link Health and Community (Link HC). The position description may be subject to periodical reviews.

POSITION: Community Care Support Officer

REPORTS TO: General Manager Health and Wellbeing via Team Leader

LOCATION: Based at Link Health and Community site:
Glen Waverley

ORGANISATIONAL CONTEXT:

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care, so they can take part in their community. This is done by providing information and skills to help clients make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high-quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

POSITION OBJECTIVE

The principal objective of this position is to support clients with multiple needs, to maximise their opportunities for accessing and coordinating the services they need at Link HC.

To achieve this objective, the Client Support Officer works collaboratively within the Community Care team and closely with service providers to maintain relevant service eligibility and priority information, expected wait times and alternate referral options.

DUTIES AND RESPONSIBILITIES

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

1.0 Service Delivery

Primary services provided include but will not be limited to: -

- 1.1 Providing an accessible, integrated intake service for Community Care clients.
- 1.2 Processing client referrals utilising clinical reasoning skills
- 1.3 Monitoring and responding to the My Aged Care Portal and liaise with the Team Leader or clinicians as required.
- 1.4 Coordinating appointments for clients.
- 1.5 Promptly responding to clients and referrers enquiries with up to date Link HC service information.
- 1.6 Providing support for Link HC clinicians in making appropriate external referrals.
- 1.7 Undertaking other duties within the scope of a Community Care Support Officer as directed.

2.0 Administration

- 2.1 Ensure accurate data entry and upload of relevant documents into client records, ensuring client privacy and confidentiality and safe custody of all records at-all-times.
- 2.2 Prepare and maintain appropriate statistical data, including monthly reports on referrals to services and other analysis activities as required.
- 2.3 Manage client recall systems and failed to attend lists.
- 2.4 Assist the Team Leader to maintain the Link HC Service Directory.
- 2.5 Communicate with the Team Leader in respect to role responsibilities and professional expertise in-order-to assist with service improvement.

2.6 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services.

3.0 Health Promotion

3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.

3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

4.0 Quality Improvement and Professional Development

4.1 Support the organisational culture, which promotes continuous service improvement and innovation.

4.2 Contribute to the Accreditation Process, including identifying, developing, implementing and evaluating policies and procedures and quality improvement activities.

4.3 Participate in identifying professional development and training needs and attend professional development activities as required.

4.4 Adhere to Link HC policies and procedures.

5.0 Occupational Health & Safety (OHS)

5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Link HC Risk Management Program.

5.2 Support and participate in the Link HC OH&S Risk Management Plan and implement the plan (where appropriate) at discipline/organisation level.

5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.

5.4 Report injuries in the Site Register.

5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

6.0 Equal Employment Opportunity.

6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace which is free from harassment;
- Ensuring that activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace.

6.2 will contribute to the successful management of diversity in the workplace.

6.3 will, if-and-when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

7.0 Community Engagement and Client Participation

Link HC values collaboration with clients and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and client participation and as such support ways in which the community's health can be optimized and its strengths are recognized and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Client Participation Policy.
- Actively participate in recruiting clients, carers, and the community to participate in all aspects of the organization.
- Promote awareness that Link HC encourages client, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and clients to plan, implement and evaluate services, projects and programs

8.0 Organisation Policies & Procedures

- 8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

REPORTING RELATIONSHIPS

This position is accountable to the General Manager Health and Wellbeing via Team Leader

Performance Review:

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

QUALIFICATIONS AND EXPERIENCE REQUIRED

Essential

- A minimum of 2 years' experience working in a clerical or administrative position in a health care setting.
- Understanding and demonstrated practice using principles of client privacy and confidentiality as part of the Privacy Act.
- Intermediate information and communication technology (ICT) skills.
- Experience and competence using electronic client management systems (appointment and health records software e.g. TrakCare).
- Exceptional customer service skills with a professional and friendly demeanour
- Well-developed interpersonal and communication skills with the ability to build effective relationships and liaise across all levels both internally, externally and with people from diverse backgrounds
- Demonstrated ability to accurately input data and maintain electronic client records.
- Demonstrated sensitivity for a diverse range of clients.
- Effective time management and the ability to prioritise tasks and problem solve.
- Demonstrated problem solving skills with the ability to make appropriate recommendations.

Desirable

- Certificate IV Aged Care/ allied health Assistance or Home & Community Care, or Certificate III in Health Administration or equivalent.
- Understanding of Community Health Principles.
- Previous experience in the NFP sector, health sector or government sector is highly regarded.
- Ability to speak another language.

KEY RESULT AREAS

- KRA 1** Process, respond to and prioritise referrals for clients with multiple needs in a timely manner.
- KRA 2** Maintain up to date client records in line with Link HC health records policies and procedures.
- KRA 3** Maintain up to date Link HC service information for clients, staff and referrers.
- KRA 4** Ensure a client focus to facilitate integrated care.
- KRA 5** Meet funding and service agreement targets.
- KRA 6** Promote and encourage a positive team culture.

Approved:

Van Ta-Placidi
General Manager Health and Wellbeing
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the Community Care Support Officer.

Signed:

Employee

Name:

Date: