

## Employment

# Position Description

<b>Position:</b>	Home Care Packages Program Support Officer
<b>Award:</b>	Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016 – 2020
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per contract of employment
<b>Qualifications:</b>	Diploma in Business Administration or Health related field, or equivalent experience.

### Position Objective(s)

The Support Officer is a key member of the Home Care Package Programs Team. The position will be responsible for a range of administrative and client engagement functions which are vital to support the operation of the Home Care Package Program.

The Support Officer will work in partnership with the Home Care Package Manager, Support Advisors, and the Home Care Package Intake and Assessment Officer to make a positive difference to the wellbeing of Home Care Package holders in the community.

As the first point of contact for our Home Care Package team the Support Officer will be responsible for providing administrative, finance and engagement support services for new and existing clients.

### Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

### The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

#### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

#### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

#### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

**Yes Culture**

We always start with 'yes' in every deliberation.

**Customer Service**

We ensure that customers feel engaged and valued in every interaction.

**Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

**Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

**Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

**Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

## Key Responsibilities and Duties

**1. Program Support:**

- Preparing and sending information to enquirers and HCP holders and managing enquiries.
- Visit clients in their home for document signing and to conduct OH&S assessments prior to in-home service provision.
- Assisting the Home Care Packages team to ensure individualised services are maintained and delivered.
- Liaise with the Home Care Package Manager and Support Advisors to seek and provide information

**2. Client Engagement:**

- Act as the first point of contact for Home Care Package enquiries. This includes answering incoming telephone calls, emails, responding to voicemail messages and people who present in person, appropriately and within a timely manner
- Engage with potential and existing clients, assisting them to understand systems and processes in relation to Home Care Packages
- Perform administrative tasks including recording of contacts and key information via client management systems
- Liaise and consult with external agencies regarding routine transactions.

**3. Administrative duties:**

- Manage administrative functions along the Home Care Package holder journey. This will include enquiry management, managing referral functions with My Aged Care, data entry of client information into relevant systems, agreement preparation and liaison with external providers as required in the implementation of Care Plans
- Assist the Home Care Package Manager, and Support Advisors with administrative tasks in relation to the operation of Home Care Packages Provide accurate and timely data entry into required data base systems
- Maintain the organisation's client records ensuring their safe keeping and confidentiality

- Ensure timely and accurate collection and reporting of appropriate data to meet relevant internal and external reporting requirements and to ensure compliance with legislation
- Ensuring prompt and accurate scanning of client and service information into client files and document management programs
- Develop and document Work Instructions for the Home Care Package Program as required.
- Establish and maintain appropriate work procedures for the Program
- Prepare reports for use by the Home Care Package Manager
- Liaise with suppliers for routine purchase and delivery of Program related supplies

#### **4. External Stakeholder engagement:**

- To arrange agreements with external services as agreed to in Care Plans and manage cancellations and changes to service arrangements as required
- Manage and maintain external service provider data base, ensuring all providers meet compliance requirements
- To review invoices and match against services requested on behalf of HCP holders prior to authorisation to pay
- To follow up on outstanding or incorrect invoices.

#### **5. Team Support and Program Development**

- Establish and maintain appropriate communication processes with internal staff to support delivery of Home Care Packages
- In collaboration with the Home Care Package Manager, liaise with Finance Team regarding monthly budget preparation and reconciliation
- Contribute to effective teamwork by providing support to team members and engaging in supervision processes.

#### **6. Other duties**

- Participate in training and continuing education, including attendance at staff training sessions and development days
- Participate in staff and team meetings as required
- Participate in relevant training to update and maintain required skills and competencies
- Contribute positively to the change management processes
- Work towards the achievement of organisational, program aims and objectives in accordance with the values, policies and procedures of the organisation
- Contribute to workplace safety and reduction of workplace injuries;
- Ensure team members and consumers are safe and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Other duties as required to achieve position specific or organisational objectives.

#### **7. Key Performance Indicators**

<b>Accountability</b>	<b>Indicator/s</b>	<b>Measures</b>
Values	1. The Lyndoch Way	1. Alignment with The Lyndoch Way
Client engagement	1. Documentation 2. Client feedback	1. Assessment and service provision documentation is complete/accurate 2. Feedback added to RiskMan and actioned as appropriate

Administrative duties	1. Allocated duties	1. Duties completed as per position description
External stakeholder engagement	1. Service provision 2. Database entry	1. Provided within program guidelines 2. Accurate information included within database
Team Support and Program Development	1. Budget reconciliation	1. Home Care Package budgets reconciliation accurate
Professional Development	1. Competency requirements 2. Skills/knowledge alignment	1. Completed as per procedures 2. Completion of relevant professional development training

## Organisational Relationships

**Reports to:** Manager – Home Care Packages

**Internal Contacts:** All Lyndoch staff, consumers, families

**External Contacts:** Members of the Public, Contractors, Suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated experience and understanding of the complexity and sensitivity of the needs of frail older people, younger people with disabilities and carers to ensure care needs are adequately met.
- Drivers licence required due to the nature of the role.
- High level of numeracy skills and attention to detail

## Management Skills

The following management skills are required to be utilised:

- Ability to prioritize and complete tasks to an agreed time frame.
- Ability to be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Excellent communication, interviewing and assessment skills, with the ability to liaise and negotiate with other service providers in the coordination of services.
- The ability to work independently and co-operatively as a team member with enthusiasm and passion.
- Demonstrated sound decision making using highly developed interpersonal, verbal and written communication skills underpinned by well-honed problem solving and negotiation skills.

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
- Participate in quality activities within the work area to improve the efficiency of the Department.
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

## 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 and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Nursing

Date: April 2021