

Employment

Position Description

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| Position: | Admissions Officer / Support Advisor |
| Award: | Lyndoch Living Allied Health Professionals Enterprise Agreement 2018-2022 |
| Classification: | As per Enterprise Agreement |
| Status: | As per contract of employment |
| Qualifications: | Tertiary qualifications and or substantial experience in a health or relevant community service area. Valid Victorian Drivers Licence (essential) |

Position Objective(s)

The role of the Admissions Officer / Support Advisor is to enable the delivery of Home Care and Linkages Packages to consumers residing in the community. The three primary objectives of a home care package are to keep consumers;

- Well and independent in their own home
- Safe in their own home community develop
- Connected to their community

Main responsibilities include understanding the individual consumer and their goals, identifying and mitigating risks, developing tailored consumer directed care plans, managing budgets, and coordinating care services to enhance our customer's quality of life, ensure the consumer meets their goals and maintain their independence.

In addition the position is responsible for coordination and processing of admissions to the homecare packages program, including education about Home Care Package delivery at Lyndoch Living, managing waitlists, prioritising referrals and transitioning of services.

The role requires creative and innovative thinking, utilising the principles of positive community aging to anticipate consumer needs, and appropriate mix of support services that are integrated, co-ordinated and responsive to the individual.

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

Admissions Officer:

- Response to enquiries from consumers and their carers regarding delivery of Home Care Packages at Lyndoch Living
- Actively seek new referrals to Home Care Package program
- Facilitate initial contact with new consumers
- Coordinating the administration process, including information gathering, transitioning of services, managing waitlists and prioritising referrals.
- Maintain computer based and paper file documentation that meets medio legal standards ensuring databases are kept up to date.
- Respond to potential consumers and provide information regarding delivery of Home Care Packages at Lyndoch Living.
- Disseminate Assessment information to Support Advisors, administration staff and other support services as required.
- Where delegated, maintain a client case load.
- Provide education to consumers about Home Care Package delivery at Lyndoch Living.

- In consultation with the assigned Support Advisor, complete delegated tasks which enable timely and efficient service delivery to consumers, within budget.
- As required, support the admission process across other community service areas to enable timely admission processes and care provision to all consumer's.

Support Advisor:

- Act as the key contact person and advocate for consumers in facilitating the identification of goals, development and implementation of their Consumer Directed Care Plan
- In partnership with the consumer, develop a tailored goal directed care plan, organise services, provide support and monitor services to ensure quality
- Identify and migrate risks to consumer achieving their goals, and principles of Home Care Package delivery including keeping consumers
 - Well and independent in their own home
 - Safe in their own home
 - Connected to their community
- Respond to consumer's assessed individual needs and preferences within allocated budget
- Provide education and feedback to consumers regarding positive aging, available services and support both within Home Care Package guidelines and beyond that may enhance the customer's quality of life
- Ensure key components of service delivery including anticipating consumer needs, formally review consumer directed care plans and agreements, responding to acute service needs, and explaining use of consumer's funds are completed as part of routine provision of care.
- Consider creative options and solutions that deliver exceptional client outcomes.
- Ensure the needs of consumers' carers are met by referring to services and supports, to ensure the sustainability of the carer role
- Ensure that the delivery of services meet all associated funding agreement, legal standards and requirements.
- Provide education to consumer's about Home Care Packages including principles of delivery, included and excluded services and supports, budgeting and monthly package statements.
- Ensure accurate date inputs including reconciliation of services and supports.
- Monitor and maintain records of expenditure and ensure clients plans do not exceed budget allocations, including providing routine feedback to consumers

General:

- Provide clear, timely and relevant information and advice to consumers and other key stakeholders.
- Maintain computer based and paper file documentation of assessments and care plans that meets medio legal standards
- Maintain currency of skills and knowledge relevant to this position, including managing consumer with complex needs and clients with special needs as identified in the Aged Care Standards and Disability Standards of care.

- Liaise with referring agencies, ACAS, local health provider and community services to ensure developed consumer directed care plan would meet the consumer's address.
- Participate in staff development opportunities as planned and required.
- Commit to processes of continuous improvement activities.
- Attend staff meetings and In-Service training when appropriate.
- Comply with policies & procedures, identify OHS concerns and communicate these to Lyndoch Living management.
- Report hazards and incidents.
- Ensure compliance with relevant policies and legislative requirements such as Occupational Health & Safety (OHS) and the Commonwealth Privacy Act.
- Familiarise self with relevant policies, procedures and work practices of Lyndoch Living
- Meet employee obligations as outlined in Lyndoch Living Policies and Procedures.
- Carry out other duties as delegated by the person you report to or the next person in the organisational structure.

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 understanding of the needs and requirements of older people, and the aging process
- Demonstrated understanding of the needs and requirements of young adults with a disability and best approach to support participants to achieve goals.
- Demonstrated ability to develop and implement a consumer goal directed care plan
- Demonstrated ability to develop and implement a budget in alignment with legislation and the individual consumer's goal directed care plan.
- Specific understanding of operational requirements for Home Care Package Providers including fee structures, service delivery and budgets
- Demonstrated knowledge of community supports and services, and other key stakeholders
- Demonstrated experience providing education to consumers / participants
- Demonstrated experience providing regular and responding to feedback to consumer / participant and their respect key stakeholders
- Demonstrated ability to accept accountability and responsibility for own decisions, actions, behaviours and the delegation of any intervention

Management Skills

The following management skills are required to be utilised:

- Ability to be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.
- Demonstrated ability to support and direct staff, carers, family, students and volunteers who are required to assist with delivery of services.
- Ability to ensure clinical documentation standards are met, and consumer / participant statistics are recorded in a timely manner.
- Ability to independently manage a caseload, including prioritisation of workload and application of referral to closure processes within a timely manner; whilst also considering the needs of the wider team.
- Ability to effectively and efficiently manage resources required for the position
- Demonstrated ability to manage deadlines with competing priorities.
- Demonstrated computer literacy and working knowledge of software applications.
- Genuine interest in being involved in organisational continuous improvement processes that promote best practice and quality driven outcomes for consumers/ participants.
- Willingness to embrace a learning environment and supervise students as required.

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Participate in a team focused work environment that encourages others and with a focus on enhancing consumer/participant outcomes, job satisfaction and team performance.
- Capacity to communicate in an efficient and effective manner, judgment and reasoning, and adjust communication to meet needs of all consumers/participants and their key stakeholder.
- Proven ability to work with and relate to a diverse range of people and adults of all ages, their carers, family and relevant others.
- Ability to problem solve and resolve conflict to bring about a meaningful outcome.
- Exceptional written and verbal communication

General

- Conduct work in line with all relevant OH&S legislation, and in accordance with organisational policies and procedures and ensure a safe clean work environment is maintained at all times
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- Complete all required mandatory training
- Participate in continuous improvement activities in accordance with good work practice and accreditation guidelines.
- Respect diversity in values, customs and beliefs.
- Develop and deliver training to staff, students, volunteers and clients on topics relevant to clinical role and experience.
- 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.

- Deliver role in accordance with all legislation requirements.

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.

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| Name (Please print) | |
| Signature | Date |

Authorised by: Chief Executive Officer

Date: October 2021