

Employment

Position Description

Position:	Admissions and Care Planning Officer
Award:	Lyndoch Living Health Professionals Enterprise Agreement 2018-2022
Classification:	Community Development Worker – dependent on experience
Status:	As per Contract of Employment
Qualifications:	Qualifications in Occupational Therapy, Nursing, Welfare or Social Work desirable.

Position Objective(s)

The position requires an Admissions and Care Planning Officer to:

- Utilise knowledge to assess and generate referrals for specialised allied health therapy input, social and carer support and wide community services programs.
- Utilise specialist knowledge to assess, develop, implement and review goal directed programs; specifically addressing the impacts of aging, disability and/or health issues on quality of life
- Provide care in a holistic, goal focused and person centred manner, with a strong emphasis on health and wellness, reablement, social connection and carer support.
- Deliver individual and group interventions and/or therapy programs within a variety of different settings
- Work closely with the multidisciplinary community services team to provide a flexible and responsive service that works to meet each consumer's identified goals

The position is employed across the Community Services Division, with an initial focus on Allied Health Services and Homestead Respite Programs.

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

- Response to enquiries and referrals from consumers, carers and other third parties about Community Services programs.
- Facilitate initial contact with new consumers
- Coordinating the administration process, including information gathering, issue identification, consume goals, multidisciplinary input required, 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.
- Disseminate Assessment information to consumer, multidisciplinary team and referrer.
- Attend and actively particulate weekly Clinical and Review Meetings across Community Services Departments
- Provide education to consumers about Community Services
- Manage referral pathways including My Aged Care Provider Portal and NDIS Portal
- Collate initial information and referral information to meet the requirements of Department of Health.

- Liaise with external providers to optimise consumer's health and wellbeing, including support of carers
- As required, support the admission process across other community service areas to enable timely admission processes and care provision to all consumers.

Organisational Relationships

Reports to:	Home Support and Wellness Manager
Supervises:	Nil
Internal Contacts:	All Lyndoch staff, consumers, clients, families, volunteers
External Contacts:	Members of the Public, Contractors, Suppliers

Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Understand and complete an initial needs assessment to
 - identify the individual consumer's strengths, barriers, and issues which maybe impact on a consumer's capacity to maintain their health and wellbeing.
 - generate referrals to relevant allied health therapies and homestead programs
 - generate referrals to external care providers as identified
 - provide feedback to consumer, referrer and other third parties involved in care
 - provide handover to treating multidisciplinary team
- Develop, organise and supervise social support/ therapy / exercise programs in collaboration with team members
- Demonstrate an ability to work as part of a multidisciplinary team; and be responsible for a clinical caseload.
- Work independently and demonstrate sound decision making, communication and problem solving skills, throughout intervention
- Identify need and generate referrals to other discipline and services/supports
- Accept accountability and responsibility for own decisions, actions, behaviours and the delegation of clinical intervention to Allied Health Assistants
- Provide education, training and supervision of allied health assistants and students.
- Demonstrate a commitment to ongoing professional development that ensures interventions provided are in accordance with evidence based best practice, in a correct, safe and professional manner, that meets the competency standards required by the profession and Lyndoch Living
- Participate in quality improvement activities and assist in the development of the service
- To maintain clinical documentation to a medico-legal standard including provision care and engagement with internal and external key stakeholders
- Ensure compliance to all Work, Health and Safety policies and procedures
- Demonstrate knowledge of and adheres to membership requirements of relevant professional governing body, and ensures integration with organisational polices and guidelines.

- Analysis and maintain processes to identify and or mitigate actual or potential risk and implement strategies to minimise risk as required, including initiation, follow up and completion of RISKMAN entries

Management Skills

The following management skills are required to be utilised:

- Support and direct staff, carers, family, students and volunteers who are required to assist with program deliver.
- Ensure clinical documentation standards are met, and client statistics are recorded in a timely manner.
- Demonstrated computer literacy and working knowledge of software applications.
- Be involved in organisational continuous improvement processes that promote best practice and quality driven outcomes for clients.
- Supervision of students as required.
- Participate in a team focused work environment that encourages input from team members, enhancing job satisfaction and team performance.
- Demonstrated the ability to effectively and efficiently manage resources required for the position

Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Able to participate in a multi-disciplinary team; work with colleagues to ensure appropriate clinical reasoning skills are applied and attend team meetings as scheduled
- Communicate with adults of all ages, their carers, family and relevant others.
- Excellent communication and interpersonal skills including proven ability to work with a diverse range of people and adults of all ages their carers, family and relevant others.
- Support and work with colleagues to ensure sound clinical reasoning skills are applied.
- Attend Organizational and Developmental meetings as required
- Ability to work collaboratively with key organizational staff.

General

- Conduct work in line with all relevant OH&S legislation, and in accordance with organisational policies and procedures.
- Participate in relevant training to ensure continued professional development for the betterment of the organisation.
- 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

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: Chief Executive Officer

Date: July 2022