

POSITION DESCRIPTION

Position	HOME BASED SERVICES ADMINISTRATION OFFICER
Department	HOME BASED SERVICES
Reports to:	Home Based Services Manager
Award:	<i>Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i>

The Organisation

Omeo District Health (ODH) is a Rural Health Service that provides a range of health and support services to the local communities including Urgent, Acute, Transitional, Residential Aged, Primary care and Home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) – a gateway to the spectacular Alpine region of Victoria, a lifestyle destination with plenty of opportunities for many outdoor pursuits.

Consistent with its mission, ODH aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

Department

Home Based services department is responsible for assisting older people, people with disabilities and their carers to remain living independently at home. Some of these services include domestic assistance, personal care, respite care, community transport, home maintenance, meals on wheels.

These services are provided in a flexible, coordinated and timely manner, across the diverse rural and remote communities of the Omeo region. The program is funded from a variety of sources including Commonwealth and State government and Not for Profit organisations.

Position Summary

This position involves undertaking a wide range of diverse administrative functions to support the Home Based Services of Omeo District Health.

Omeo District Home Based Services provide a holistic range of community based health maintenance and support services for frail aged people, people with a disability and their carers. The services support people to be more independent at home and in the community, thereby enhancing quality of life and/or preventing the inappropriate admission to long-term residential care.

These services are provided in a flexible, coordinated and timely manner, across the diverse rural and remote communities of the Omeo region.

Key Responsibilities and Duties

The Home Based Services Administration Officer should be self-motivated and have the ability to gain the acceptance of a wide range of people. The role requires a responsible person with a professional attitude, high level of motivation, flexibility and willingness to provide excellent service with minimal supervision.

Key Responsibilities and Duties

- 1) Provision of accurate and timely data entry in order to process:
 - Home and Community Care, Commonwealth Home Support Program and Community Health Minimum Data Set statistics
 - Finance information for fee for service users
 - Direct Care workers payroll (with consideration of timely data submission in the event of public holidays falling on the Monday of pay week)
 - Direct Care workers fortnightly rosters
 - Invoicing for Home and Community Care, Commonwealth Home Support Program
- 2) Provision of telephone based customer service to Home Based Services clients and appropriate documentation of communications
 - Liaise with clients, family members and appropriate staff/organisations regarding aspects of service provision
- 3) Communicate with Direct Care workers
 - Coordinate and document worker changes
 - Coordinate and document client changes
 - Complete necessary paperwork/data entry to complete above tasks
- 4) Coordinate Community Transport Activity
 - Accept requests for travel from clients
 - Liaise with partner agencies to coordinate travel eg Red Cross
 - Arrange appropriate drivers from the staff and /or volunteer pool.
- 5) Update client files
 - Record variations to service provision in progress notes
 - File all relevant documentation in electronic client files
- 6) Carry out range of administration duties to support the operation of the service
 - Routine correspondence/staff newsletters
 - Filing
 - Mail outs to clients
 - Maintain a stock of forms/brochures/blank client files

- Update forms and brochures as directed
- 7) Check emails and respond accordingly depending on level of responsibility required and Order cleaning chemicals and supply to Direct Care workers as needed
- 8) Leave Relief **as directed**

Under direction from management staff, provide leave coverage for the Home Based Services Manager position in line with acquired skills and knowledge.

General responsibilities

Customer Service

- Deliver services that reflect the Organisation's mission statement and values with a strong focus and commitment to Customer Service.

Privacy, Dignity & Confidentiality

- Recognise and respect each Resident's/Patient's/Client's right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

Team Contribution

- Demonstrate commitment to co-operation and a team approach, while exhibiting a positive, strong personal contribution to maximising the performance outcomes of the relevant program / area and ODH as an organisation.

Legislation, Regulations and Standards

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

Occupational Health and Safety

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

Infection Control

- All employees must have knowledge of Infection Control policies, located on Prompt. Employees will assess the risk of any potential infectious incident and utilise the appropriate action as outlined in ODH policies.
- Infection Prevention is the responsibility of all health care workers and is an essential part of quality health care. Hand Hygiene is the single most important factor in reducing the risk of spreading infection.

Workplace culture

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

Quality and Safety

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all activities are in accordance with the following standards as applicable to the employee's work area:
 - National Safety and Quality Health Service Standards (organisation wide);
 - Aged Care Quality Standards (Home Care and Lewington House);
 - National Disability Insurance Scheme NDIS (Disability Support);
 - Royal Australian College of General Practitioners Standards (Medical Centre).
- Actively participate in the Omeo District Health quality improvement program and accreditation processes against the above standards, as appropriate to employee role.
- Be confidently able to complete an incident report and submit a quality activity in Riskman.
- Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
- Have, or participate in, processes to monitor and evaluate the performance of the services provided by the work area.

Professional Development

- Maintain knowledge required for the performance of the position.
- Attend ODH Mandatory Education Training annually.
- Completes online education training annually

Commitment to the organisation's values

ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Key Selection Criteria

Omeo District Health is an equal opportunity employer. ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Essential

- Experience and commitment to quality improvement.
- Experience working in the health or aged care service fields
- A demonstrated high level of computer skills and literacy. Experience with client data base programs desirable.

- Demonstrated skills in working to tight timelines and working under pressure in a rapidly changing environment.
- Ability to provide front line customer service.
- Demonstrated ability to work efficiently with a wide range of stakeholders
- Ability to work independently and initiate and work in a creative and flexible manner.
- Demonstrated ability to work with confidential and sensitive information.
- Current driver's license.
- Current NDIS Worker Screening Check.
- Current Working with Children's Check.

Desirable

- Experience with health industry specific computer programs such as; Microsoft Office 365, UNITI, e-Tools Software, DEX Data Exchange, My Aged Care Provider Portal, PRODA Provider Digital Access.
- Experience working within organisational policies and procedures and funding body program guidelines.
- Relevant qualifications in Aged Care, Health or Welfare.
- Experience working within a quality improvement environment.
- An accredited qualification in Administration or equivalent relative experience

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a fixed roster with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. 	Continual Continual Continual Continual Infrequently
<u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time • Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc) • Undertake manual handling activities (e.g., sit/stand desks, lifting, pulling, pushing, transferring, twisting) on a daily basis. 	Continual Continual Continual
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with medical nursing and admin staff • Interact with staff from other hospitals/organisations • Interact with members of the public • Interact with patients and relatives 	Continual Continual Continual Continual Continual

Performance Review:

Six months after commencement of employment, then annually thereafter.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....