

POSITION DESCRIPTION

Position:	HACC - PYP ASSESSMENT OFFICER
Employment Status:	Part Time (0.4 FTE)
Position number:	1300
Directorate:	Corporate and Community Services
Unit:	Community Wellbeing
Classification:	Band 4
Date adopted/reviewed:	10/02/2026
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THE UNIT

The Community Wellbeing Unit provides services to clients in their own home who have been assessed and are eligible to receive service under Commonwealth Home Support Programs, Home and Community Care- Program for Younger People, and Brokerage Services including Department of Veteran Affairs.

The services are intended to preserve and enhance well-being, health and independence by providing a quality service that focuses on helping the client to stay independent and maintaining their quality of life, whilst living in the comfort and security of their own home. The services are client focused and respond to client diversity and needs.

Services available:

- Home care
- Home care cooking
- Home Care Shopping
- Personal care
- Access and Support Program
- Care Finders
- In home foot care program
- Home exercise program
- Respite care
- Delivered meals
- Home safety program
- Social support
- Transport
- Home Modifications

POSITION OBJECTIVES

- To undertake HACC PYP assessments and reviews of eligible clients, to support the development of goal directed individual support plans promoting a strengths-based approach.
- To undertake the intake function, assessing incoming referrals within a set time frame.
- To develop and foster strong client and service relationships.
- Provide backfill support to the Intake Assessment Team by undertaking commence visits and service reviews for the Commonwealth Home Support Program (CHSP).
- Advocate on behalf of clients and their families where required.
- To provide responsive and supportive customer service to clients and other industry partners.
- Promote and develop a culture within the team that reflects the vision and values of the organisation.

KEY RESPONSIBILITIES AND DUTIES

Service Provision Assessment and Review

- Conduct face-to-face assessments for support services and ensure they are coordinated, planned and equitable, according to HACC PYP guidelines and the Active Service model Develop goal directed care plans in partnership with clients, carers and other relevant persons and/or service providers
- Perform re-assessments, and care plan/service plan reviews where required.
- Manage referrals of clients to other services or organisations for appropriate assessment of identified needs.
- Provide ongoing review and monitoring of clients with complex and changing needs
- Complete Intake tasks and coordinate the day to day operations of client referrals to produce desired service outcomes.
- Conduct service commencement visits and service reviews for CHSP clients as required.
- Work closely with Access and Support if required for improved outcomes for client wellbeing.
- Participate in Care co-ordination meetings.
- Meet key performance indicators in relation to quantitative, qualitative and behavioural measures to ensure work performance is consistent.
- Service Provision Assessment and Review.

General Administration

- Ensure data entry and information processing in Council's internal management system is attended to in a timely manner and diligently to ensure information accuracy and data integrity.
- Participate in the development, implementation and review of policy, procedures, processes and protocols for the service provision team.
- Ensure comprehensive accurate records are maintained on the client database.

Advocacy and Networking

- Establish relationships and liaise with industry partners.
- Assist clients with enquiries and navigating the aged care system.
- Provide advice and support to clients, carers and their families and other key stakeholders.

Customer Service

- Work collaboratively with key stakeholders, service providers, relevant networks and internal agencies to ensure desired outcomes.
- Practice exceptional communication skills in an efficient and empathetic manner.
- Handle complaints according to Council's grievance procedure.

OH&S

- Promote OH&S procedures and practices within the Intake and Assessment Team.

- Practice OH&S procedures whilst attending client homes.

Other Duties

- Provide support and relief to the Intake and Assessment Coordinator as required.
- Provide support and guidance to the Direct Care Staff with the implementation of Client Care Plans.
- Assist in the recruitment, training, induction and support of new staff in the Community Wellbeing Team.
- Draw on proven professional knowledge and/or experience in order to provide input to the development of policy, procedures and program development of the Unit.
- Participate in Care Coordination weekly meetings.
- Participate in staff and network meetings and training as required.
- Provide operational and project support as required.
- Participate in Community Wellbeing After Hours On-call service.

OCCUPATIONAL HEALTH AND SAFETY

An employee, while at work, shall:

- be responsible for compliance with OH&S regulations relevant to the tasks performed.
- provide a safe working environment for the community and private property whilst engaged in work practices.
- take care of their own health and safety and the health and safety of any other person who may be affected by the employee's acts or omissions at the workplace.
- adhere to and assist in the continuous improvement of Council's occupational health and safety, and risk systems.
- ensure any issues identified as a risk to the public, contractor or members of staff are reported in accordance with Council's incident reporting procedure.
- adhere to and assist in the continuous improvement of Council's risk management system.

All employees may be required to contribute to emergency management planning and activities as they arise and in an emergency, you may be directed by your manager to participate in duties not normally assigned to you.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Intake and Assessment Coordinator
Supervises:	Nil
Internal liaisons:	Community Wellbeing team and other Council staff and volunteers.
External liaisons:	Clients, Carers and key contacts, other service delivery providers, Community members, Key Stakeholders, My Aged Care contact centre.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Provide information to clients and information and support to more senior employees as required.
- Responsible for supervising resources including other employees.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time.
- Work generally falls within specific guidelines, but with scope to exercise discretion in the application of established standards and procedures.
- Ability to work with sufficient freedom to plan one's own work.
- The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes.

JUDGEMENT AND DECISION MAKING

- Work objectives are well defined but there is a requirement to make decisions regarding the particular method, process and equipment to be used by selecting from a range of available alternatives.
- Quantification of the amount of resources needed to meet work objectives may be required.
- Guidance and advice are always available within the time available to make a choice.
- Ability to deal effectively and appropriately with conflict situations and apply solutions.

SPECIALIST SKILLS AND KNOWLEDGE

- Understanding of issues around needs of older persons, persons with a disability and/or their carers.
- Demonstrated knowledge and understanding of both the Home and Community Care Program for Younger People and the Commonwealth Home Support Program.
- An understanding of My Aged Care and the My Aged Care Service Portal.
- A good understanding of the implementation of person centered goal-directed Care Plans is desirable.
- Demonstrated skill in home safety checks and hazard identification.
- Work effectively in partnership with diverse stakeholders and local communities.
- Innovative problem solving skills and ability to exercise sound judgement.
- High level computer skills in Word, Excel, Outlook and internet, including managing databases and the capacity to use these tools to create administrative systems.
- Highly developed administrative and organisational skills.
- Ability to write and implement goal directed care plans.
- Ability to work autonomously and in a team.
- Specialist skills in Alayacare

MANAGEMENT SKILLS

- Basic knowledge of personnel practices and be able to provide employees under their supervision with on-the-job training and guidance as required.
- Skills in managing time and planning and organising one's own work.

INTERPERSONAL SKILLS

- Ability to demonstrate and display the organisations values and behaviours.
- Ability to provide excellent customer service.
- Ability and commitment to maintain confidentiality at all times.
- Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.

QUALIFICATIONS AND EXPERIENCE

- Certificate or qualification in Aged Care field and/or knowledge and skills gained through on-the-job training commensurate with the requirements of the position.
- Demonstrated experience in implementing person centered goal-directed Care Plans
- Demonstrated time management and organisational skills to effectively plan and prioritise work tasks.
- Current Driver's license.
- Working with Children Check.
- Current First Aid Level 2.
- High level of computer literacy in word processing, spreadsheets and databases.
- Experience in Local Government is desirable.

- Ability to meet the physical requirements of the role, including setting up for a meeting, carrying and transporting of reports and materials.

RECORD KEEPING

All Council employees are accountable for:

1. Making and keeping accurate and complete records of their business activities, including email;
2. Ensuring the quality and accuracy of data they use or enter on organisational databases;
3. Understanding their records management obligations and responsibilities; and
4. Creating records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

CHILD SAFETY

Mount Alexander Shire Council is a committed Child Safe organisation and has zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. ALL Council staff must ensure that their behaviours and actions are consistent with these standards.

DIVERSITY, EQUITY AND INCLUSION

Mount Alexander Shire Council is committed to diversity, equity and inclusion. Council welcomes applications from people from different backgrounds, people of culturally and linguistically diverse backgrounds, those living with disabilities, members of the LGBTIQ+ community and people of Aboriginal and Torres Strait Island descent.

INFORMATION SECURITY

Council ensures the protection of information and information systems from unauthorised access, use, disclosure, disruption, modification or destruction in order to provide confidentiality, integrity and availability.

All Council staff review and sign the Acceptable Use Policy and complete mandatory information security training upon commencement and undertake further training relevant to their role.

INTELLECTUAL PROPERTY

Council employees must not disclose any confidential information belonging to Council or otherwise coming into their possession during the course of their employment, except as expressly permitted under any of the organisation's policies or as required by law.

All intellectual property (including patents, copyrights, trademarks, inventions, designs or other intellectual property) created and/or developed by a Council employee whilst at work or while using Council's equipment is the exclusive property of Council.

ADDITIONAL INFORMATION

- As part of Council's recruitment and selection process and related policies, a satisfactory police check will be required for this position. Some positions may also be subject to a pre-employment medical check and/or require a Working with Children check.
- You may be provided with or use equipment that contains electronic monitoring devices.
- All employees are required to actively participate in the annual performance development review. Position descriptions are reviewed as part of this process.
- As public officers under the Public Records Act 1973, all staff have responsibilities to ensure that records created and received are captured, managed, stored, and destroyed in accordance with Public Records Office of Victoria standards and policies and procedures adopted by the Council.

KEY SELECTION CRITERIA

- Knowledge and experience in supporting frail aged people and people with a disability and their carers / families to live independently to remain in their home.
- Demonstrated experience in the preparation of simple correspondence and reports and the development and maintenance of databases.
- Excellent interpersonal skills including a demonstrated ability to use initiative, liaise with stakeholders, work with minimal supervision and work collaboratively within a team environment.
- Demonstrated ability to prioritise tasks and manage time effectively.
- Experience in Microsoft Word, Excel and Alayacare and the ability to adapt to new systems and processes.
- Demonstrated experience working in a Health or Community Care environment that is responsive and integrated to facilitate independent living and participation in the community.