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# Position Description

## *Aged Care Community Services Officer*

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### Context

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#### THE AGENCY

##### **ADEC**

ADEC is a state-wide Victorian organisation assisting people with disability, their families and carers from diverse cultural backgrounds. ADEC's philosophy is empowerment of people with disability and their full inclusion in the broader society. Equality is the over-riding principle, bridging is the method and advocacy is the tool to achieve a common goal.

##### **Vision**

*Our Vision is for ADEC to be recognised as a leading provider of disability and aged care services in Victoria.*

##### **Mission**

*The Mission of ADEC is to provide equal access to high quality disability and aged care services for all members of the Victorian Community.*

#### THE CLIENT SERVICES DEPARTMENT

The Client Services department supports ADEC participants, their carers and families who require home care and community assistance through the Aged Care program and Commonwealth Home Support Program (CHSP), and NDIS and disability services under the NDIS Support program.

The Client Services Department also manages a Support Workers section that recruits and administers a pool of qualified support workers for employment with clients of the Aged Care and NDIS Support Units.

##### **Aged Care Unit**

The Aged Care program supports older people (over the age of 65 years) to live independently in their own homes for as long as they can, and supports participants' families and carers to access information about aged care services.

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### Position

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#### ROLE

The role of the Aged Care Community Services Officer (CSO) is to manage and direct community access, in-home care, and community transport support to ADEC clients over the age of 65 who are eligible to receive CHSP services.

#### DUTIES

Develop and employ strategies to attract clients to the Aged Care program.

Conduct client assessments to confirm services required, and clients' eligibility to receive them.

Provide short term support to eligible clients needing to engage with community and other services.

Develop and implement an ongoing calendar of Aged Care Community Services and CHSP support activities.

Contribute to the preparation and submission of data and statistical reports and returns, and ADEC management reports.

Prepare the program for audit in coordination with the Q&C Supervisor.

Other duties as required by the Aged Care Coordinator.

#### RESPONSIBILITIES

Work collaboratively with services to facilitate improved client access and support.

Regularly review and evaluate services, and implement improvements or new services as required.

Meet annual service output targets and ensure achievement of agreed targets.

#### KEY PERFORMANCE INDICATORS

The CSO's performance will be measured against the following criteria:

- Attainment of target outcomes set by the Aged Care Coordinator.
- Level of liaison and engagement achieved with ethno-specific and multicultural providers, and generalist providers.
- Consumer satisfaction with services provided.

#### KEY SELECTION CRITERIA

##### **Essential**

Appropriate qualification in Community Services, Community Development or Aged Care, or similar discipline.

A broad understanding of diversity issues with people over 65 years and their engagement with community care and services.

Sound knowledge of Aged Care, Community Services, and CHSP.

Experience of direct service provision within a Service Coordination context, including initial needs identification, assessment, and care planning.

Sound understanding of the Aged Care Act, Aged Care Quality Standards, and Quality of Care Principles

Demonstrated ability to deal sensitively and diplomatically with a diverse range of individuals and service providers.

Highly developed verbal and written communication skills, and an ability to produce community information.

Previous experience in the use of electronic referral and care planning systems.

Hold a valid and current licence to drive a motor vehicle, issued by the appropriate authority in the jurisdiction in which the holder will drive, and appropriate to the type of vehicle to be driven.

##### **Desirable**

Relevant post-secondary qualifications and experience relating to an area of health and/or community services practice such as Disability Studies, Aged Care, welfare studies, case management, and/or social work.

Sound knowledge of Home Care Packages.

Previous experience of direct service provision in the Community Services and CHSP sector, preferably in a care manager role involving assessment, advocacy, care coordination, and case management.

Previous experience of working with people over the age of 65, and carers, from ethnic communities.

Ability to accurately collect statistics, record data, and maintain records.

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#### **Employment Terms and Conditions**

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#### AWARD AND CLASSIFICATION

All ADEC employees are employed under the terms, conditions and entitlements of the Modern Award – Social, Community, Home Care and Disability Services Industry Award 2010 (the Award); and the National Employment Standards (NES).

The classification for this position is Level 3. The terms of employment for any new employee appointed to this position will be stated in a formal Employment Contract.

#### ADEC EMPLOYMENT REQUIREMENTS

All ADEC employees:

- Are required to sign an Employment Contract.
- Are required to sign a Code of Conduct and a Statutory Declaration.
- Are required to declare any pre-existing medical conditions or injuries that might bear on their ability to perform their role.
- May be required to undergo a pre-employment medical check.
- Must be prepared to work in outlying ADEC sites as required by their program manager or coordinator.

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- Must undertake a satisfactory NDIS Worker Screening Check, and have (or be able to obtain) a Working with Children Card.
- Are subject to a dress code, which is smart casual or to the appropriate professional standard.
- Will be expected to display official ADEC photo identification while working or on ADEC business.