

Position Description



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| Position Title: | Customer Service Officer, Home Care |
| Department: | Home Care |
| Position Commencement Date: | September 2023 |
| Relevant Industrial Award: | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) Enterprise Bargaining Agreement, 2016 – 2020. |
| Classification | HS1 |
| Employment Type: | Temporary Part time |
| Probationary/Performance Review due by: | A six month probationary period will apply to this position. Incumbents will be required to attend a probationary review meeting 3-6 months from commencement. |
| Health Service Overview | |
| <p>Hesse Rural Health is a key integrated rural health care provider located within the three local government areas of Surf Coast, Colac Otway and Golden Plains. The organisation provides a broad range of services which include: Aged Residential including Dementia Specific Care, Sub-Acute Hospital, Urgent Care, Community Health, Health Promotion, District Nursing, Allied Health, Palliative Care, Home Support Program, Home Care Packages, Social Support Program Groups and Facilitated Play Groups.</p> <p>Services operate from sites at Winchelsea, Beeac, Rokewood and Bannockburn. Hesse provides a community based, multi-disciplinary team approach to the identified health needs of the population and aims to promote the wellbeing of the rural community it serves.</p> | |
| Position Summary | |
| <p>The Home Care Customer Service role is a key member of the Hesse Home Care Team. The position will be responsible for a range of administrative and client engagement functions which are vital to support the operation of the Home Care Program.</p> <p>As the first point of contact for our Home Care Customer Service Officer will be responsible for providing administrative, finance and engagement support services for new and existing consumers. The position is based at Hesse’s Winchelsea campus.</p> | |
| Organisational Relationships | |
| <p>Accountable to: Director of Community</p> <p>Services Line Manager : Executive Assistant</p> <p>Direct reports: Nil</p> | |

Liases with: Community Services Coordinator, Administration Team, Home Care team members, Allied Health team

External Stakeholders: Consumers, Nominated Representatives of consumers, families, Medical and other Practitioners, E Tools, My Aged Care

Specialist Skills, Knowledge, Roles & Responsibilities

1. Client Engagement:

- Act as the first point of contact for Home Care enquiries. This includes answering incoming telephone calls, emails, responding to voicemail messages and consumers who present in person, appropriately and within a timely manner
- Engage with potential and existing clients, assisting them to understand systems and processes in relation to Home Care Services
- Perform administrative tasks including recording of contacts and key information via client management systems
- Liaise and consult with external agencies regarding routine transactions.

2. Administrative duties:

- Manage administrative functions along the Home Care consumer journey. This will include enquiry management, managing referral functions with My Aged Care, data entry of client information into relevant systems, agreement and liaison with external providers as required in the implementation of Care Plans
- Assist the Home Care Manager, Case Managers and Home Care Team leader with administrative tasks in relation to the operation of Home Care Service
- Provide accurate and timely data entry into required data base systems
- Maintain the organisation's client records ensuring their safe keeping and confidentiality
- Ensure timely and accurate collection and reporting of appropriate data to meet relevant internal and external reporting requirements and to ensure compliance with legislation
- Ensuring prompt and accurate scanning of client and service information into client files and document management programs
- Develop and document work procedures for the Home Care as required.
- Prepare reports for use by the Home Care Manager
- Liaise with suppliers for routine purchase and delivery of Program related supplies
- To review invoices and match against services requested on behalf of Home Care consumers holders prior to authorisation to pay
- To follow up on outstanding or incorrect invoices.
- Support with Brokered services contracts to maintain validity

3. Program Support and Program Development

- Preparing and sending information to enquirers and Home Care consumers
- To assist with the development and maintenance of daily In Home Care services schedules
- Coordinate the Fleet required for In Home Service staff
- Assist with Intake of new consumers with data entry including arranging document signing and to conduct OH&S assessments prior to in-home service provision.
- Assisting the Home Care Packages Case Managers and Home Care Team Leader team to ensure individualised services are maintained and delivered.
- Establish and maintain appropriate communication processes with internal staff to support delivery of Home Care Services

- Provide backup Customer service for Social Support and Community Health when required by taking messages and emailing staff accordingly

4. Provide administration support to the Finance & Data

- Community Services funding submission claims to Service Australia and other Commonwealth and State departments.
- Ensure client Home Care Packages statements are maintained per Department Guidelines and the Consumer statements are sent out within a timely manner
- Assist managers with the development, review, monitoring, and provision of data analysis that align with KPIs, compliance standards, regulations, Board and strategic requirements.
- Undertake data submission for Community based programs, including monthly submissions to DEX for all programs funded by the Commonwealth Home Support and quarterly submissions of HACC MDS and Community Health MDS to DHS.
- Update HCP consumer movement and information within consumer data systems.
- Preparation of monthly Home Care reporting in a timely manner.

Other Relevant Requirements

- Employment is subject to a satisfactory national Police Check and Working with Children Check.
- All staff must complete a Statutory Declaration in keeping with the requirements of the *Aged Care Act 1997* relevant to any spent convictions for murder or sexual assault.
- Persons who in the course of their duties are required to drive a HRH vehicle, must provide a copy of their current driver's license. Loss of license or any license infringement must be reported to management immediately.
- The completion of a pre-existing injury or illness declaration is a requirement prior to appointment.
- All employees of HRH are bound to work according to: the policies and procedures of HRH, the relevant industrial agreements and Fair Work Act that provides the terms and conditions of the appointment, any Scope of Practice and professional codes of conduct relevant to the professional role, the HRH Employee Code of Conduct and the Victorian Code of Conduct for Victorian Public Sector Employees.

Key Selection Criteria

- Demonstrated experience and understanding of the complexity and sensitivity of the needs of frail older people, younger people with disabilities and carers to ensure care needs are adequately met
- Ability to prioritize and complete tasks to an agreed time frame.
- Ability to be responsive, creative and flexible in meeting the individual service requirements of clients, within budgetary constraints.
- Strong customer service skills with the ability to provide information in a clear, respectful and informative way and proactively seek solutions to basic and/or routine issues.
- The ability to work independently and co-operatively as a team member with enthusiasm and passion.
- Demonstrated sound decision making using highly developed interpersonal, verbal and written communication skills underpinned by well-honed problem solving and negotiation skills.
- Drivers licence required

Organisational Values

INNOVATION - embracing new ideas that lead to success

INTEGRITY- be open and honest and do the right thing for the right reasons

CARING - displaying kindness and empathy

ACCOUNTABLE- taking responsibility for our own actions

RESPECT- value the rights and wishes of others

EXCELLENCE- committed to being the best

Occupational Health and Safety

All staff are expected to:

- Comply with safety instructions in their work environment and to familiarise themselves with OHS procedures.
- Be familiar with all emergency evacuation procedures and as necessary undertake the fire warden role relevant to workgroup.
- Take care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- Seek guidance about new or modified work procedures.
- Ensure any hazardous conditions are eliminated or minimised and that near miss incidents and injuries are reported to Line Manager.
- Undertake responsible people management taking into consideration their health and safety and support the actions contained in HRH OHS policies.

Infection Control

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| <p>An effective, integrated organisation wide infection control program is dependent upon the support, recognition, motivation, commitment and integrity of every staff member. All staff members have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position and to adhere to the organisations infection control prevention policies and procedures at all times. Hesse's provides an immunisation program that follows the recommendations of the Australian Immunisation Handbook and is relevant to the duties and responsibilities of the workers role. Mandated vaccination requirements apply for COVID-19.</p> |
| Education |
| <p>Hesse is committed to professional development and continuous learning. All staff have a responsibility to undertake their own professional development and actively participate in the education of others. This may involve colleagues, health professionals from other disciplines or educating students. Inter-professional education is strongly encouraged and supported and is integral to a small rural health service.</p> |
| Mandatory Competencies |
| <p>All staff must undertake compulsory training for their workgroup as outlined according to the annual Compulsory Training Table.</p> |
| Health and Wellbeing |
| <p>The health and wellbeing of employees is a priority for HRH and it is an expectation that employees recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. A culture of trust that promotes positive mental health and wellbeing through respect, supportive leadership, employee participation, positivity and shared decision making is expected.</p> |
| Confidentiality |
| <p>Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of Hesse. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action.</p> |
| Quality and Risk Management |
| <ul style="list-style-type: none"> • Provide high quality care in services delivered as a priority. • Utilise a partnership approach with consumers to build effective relationships and respect client rights for choice. • Go beyond compliance to pursue excellence in care and services. • Speak up and raise concerns and issues, promoting a culture of transparency. • Share information and learnings regarding clinical safety. • Regularly update their skills and knowledge to provide and support the best care and services possible. • Understand and work to achieve quality compliance obligations in line with standards set by the organisation and by external quality regulators such as the National Safety and Quality Health Service Standards and Aged Care Quality and Safety Commission. |

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- Actively monitor and improve the quality and safety of their care and services.
- Practice in culturally safe and appropriate manner respectful of diverse populations.
- Contribute to a culture of safety, transparency, teamwork and collaboration.
- Support and promote a culture of safety and quality.

Special Requirements

None noted.

Incumbent Statement

I, _____ have read, understood and accept the above Position Description.

Signed: _____ Date _____

Copy to staff member: Yes No

Manager Authorisation:

Name: _____

Signature: _____

Date: _____