

Position Description

Reviewed: October 2020

Position Title:	Dementia Support Specialist - Intake
EFT:	TBC
Department:	Client Services
Location:	Various
Classification:	TBC
Position Reports to:	Team Leader, Client Services
Position Supervises:	NIL
Delegation of Authority level:	NIL

About Us:

Dementia Australia is the national peak body and source of trusted information, education and services for the estimated half a million Australians living with dementia, and the almost 1.6 million people involved in their care. We advocate for positive change and support vital research. We are here to support people impacted by dementia, and to enable them to live as well as possible. Our commitment to a shared set of values shapes our decisions, actions and behaviours towards achieving our core purpose and strategic priorities.

- **We connect** by promoting a people centred way of working and respecting all
- **We collaborate** in a supportive manner with each other, other teams, clients and external parties
- **We commit** to our purpose and direction, accountable for our actions and support the innovations, reshaping the way we do things

Purpose of Position:

This position supports people living with dementia, their families and carers to enhance their quality of life through the provision of personalised information, support, referral, resourcing and innovative responsive service models. The position promotes wellbeing and builds self-efficacy through face to face, telephone, or online support and innovative service responses.

Position Objectives and Responsibilities

Service Delivery:

Support people with dementia, their families and carers by providing personalised support, information, referral and other interventions.

Provide a centralised intake system for Client Services.

Play a key role in the development of systems and processes to integrate the central intake system into the service models of Dementia Australia.

Appropriately screen and assess clients to ensure that appropriate and timely services are received.

Ensure consistent partnerships and services linkages with key service organisations.

Document and report all aspects of service delivery according to specified procedures.

Resource, support and promote telephone and online based support service models, including National Dementia Helpline.

Participate in the development of innovative service models for people with dementia and their families.

Participate in and contribute to service evaluations, planning and development.

Participate in internal and external supervision provided by Dementia Australia.

Engage in staff supervision and professional development sessions aimed at continually improving quality service provision.

Communication and Team Work:

Develop strong, positive relationships within Dementia Australia, with colleagues in the same team and across departments.

Promote an awareness of the needs of people with dementia, and their carers from special needs groups including those from diverse cultural backgrounds,

	<p>people who identify as being LGBTIQ, Aboriginal and Torres Strait Islander people, and people living in rural and remote areas and develop culturally appropriate service strategies to meet individual needs and improve service access.</p> <p>Collaborate with other team members to ensure integrated and coordinated approaches to addressing client needs.</p> <p>Participate in team projects/activities/meetings as relevant to the positions.</p>
Administration and Documentation:	<p>Ensure that client activity and other appropriate information is documented in line with professional and legal standards.</p> <p>Ensure timely and accurate management of client information and utilise prescribed databases for the recording of client information and to report outputs to meet funding agreements.</p> <p>Assist with the completion of service reports as requested.</p>
Organisational Responsibilities:	<p>Communicate and act in ways that are consistent with the organisation's brand and values.</p> <p>Support and promote the work of the organisation, maintaining a positive image of the organization in accordance with the Code of Conduct.</p> <p>Apply and uphold the principles of a respectful, inclusive and diverse workplace, free from discrimination, harassment or bullying.</p>
Policies and Procedures:	<p>Adhere to, and comply with organisational policies, processes and procedures, using appropriate systems where required.</p> <p>Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation.</p> <p>Demonstrate a strong commitment to a quality culture, implementing standards of excellence and a continuous improvement business focus.</p> <p>Support and promote a strong safety culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.</p>

Qualifications:

- A formal qualification in a related field of either Social work, allied health, nursing and/or significant experience working with clients in the delivery of a community based service or within a health related field.

Experience, Skills and Knowledge:

1. Experience in screening and assessment (beyond student placement).*
2. Demonstrated capacity to communicate and collaborate effectively within a team and with key service providers.*
3. Knowledge and understanding of the impacts of dementia for individuals, carers and their support networks.*
4. Excellent verbal, interpersonal and written communication skills, including the use of active listening and reflective questioning.*
5. Well-developed case note, record keeping and report writing skills.*
6. Experience with the provision of telephone and online support.
7. Excellent computer skills and knowledge of data entry.*
8. Experience working in the aged care or disability sector.
9. Strong organisational skills and ability to prioritise work load.

*Key Selection Criteria

Conditions of Employment:

- A six month qualifying period applies to all new incumbents
- Salary packaging is available

Additional Requirements:

1. Maintain a current driver's licence in the relevant state. Access to and willingness to use own car (with reimbursement) for travel.
2. Provide evidence of entitlement to work in Australia, the maintenance of such entitlement being critical to continuance in the role.
3. Undertake a Police Check, and other relevant checks as required, prior to being offered the position.
4. Be flexible in work hours at times to meet the reasonable demands of this position.
5. Be willing to undertake travel as may be required with the position.

Signatures:

The employee's signature indicates:

- That the employee has read, understood, and accepted this Position Description.
- That the employee is not aware of any condition (legal, physical or psychological which may negatively impact on his/her ability to carry out the duties as described.

Employee:

Manager:

Name: _____

Name: _____

Date: _____

Date: _____