



# Position Description

<b>Position Title</b>	<b>Intake Officer</b>
<b>Position Number</b>	Various
<b>Division</b>	Community Strengthening
<b>Department</b>	AccessCare
<b>Team</b>	Client and Community Support
<b>Position Status</b>	Permanent Full Time
<b>Classification</b>	Band 6
<b>Position Reports to</b>	Team Leader Client Experience
<b>Position Supervises</b>	Students and Volunteers as required
<b>Date Reviewed</b>	March 2026

## Position Objective

AccessCare provides community care, case management and care packages for people who are older, have a disability and/or other complex care needs, their carers or those who are (or are at risk of becoming) homeless. AccessCare is funded by the Commonwealth and Victorian governments to provide services to improve quality of life and support people to continue living at home within AccessCare's area of operation. In an environment of sector reform, AccessCare's purpose is to set the standard in a new era of community care.

The role of Intake Officer is to initiate person-centred support and service to people who have been assessed as eligible for funding packages under the Commonwealth funded programs.

The Intake Officer works in partnership with the Consumer (and/or their Carer) to provide information, support and advice to assist them to make informed decisions about their care and to guide them through the on-boarding process with AccessCare.

Important aspects of this role are the provision of accurate information to individuals enquiring about AccessCare's Support at Home service offering, and guiding them through the Intake and on-boarding process. The development of sound relationships across the AccessCare team and service sector to support delivery of consistency and best practice service are essential to the role.

### 1. Care Planning and Partnership

- Respond promptly to enquiries from people who have been assigned or are soon to be assigned funding under the Support at Home Program, providing information about AccessCare and the broader community care sector as required.
- Provide consumers and their carers with information about the scope and parameters of Support at Home Funding, and how this links to the development of an individualised budget, care plan and subsequent service delivery.
- Assist consumers with the onboarding process, completing all required documentation in line with program requirements and AccessCare policies and procedures.
- Assist consumers with contacting Services Australia to undertake a financial assessment and gain consent for Centrepay and/or direct debit.
- Work in partnership with Consumers, Carers, and other health professionals to complete an initial assessment of the consumer's care needs, set goals and develop care plans which acknowledge their abilities, strengths, and desires.
- Maintain up to date knowledge of community services/programs and refer to other services as appropriate.
- Respond to concerns and complaints by Consumers, Carers, and service providers, in a respectful manner and refer to Team Leader when required.
- Work collaboratively with Team Support Officers to ensure they have the information necessary to answer any questions related to day to day care, rostering, invoicing and budgets

### 2. Administration and Financial Management

- Maintain accurate, up to date consumer records in electronic formats. Documentation is to be objective, clear, concise, and factual.
- Use the MyAgedCare portal to access consumer information and referral details.
- Work with AccessCare's Finance team to ensure that onboarding processes are completed so that funding claims and budget establishment for individual consumers can commence.
- Adhere to Council and AccessCare procurement policies in purchasing services and goods for consumers.
- Participate in referral and handover processes to ensure consumer services are established smoothly and promptly.

### **3. Advocacy and Service Development**

- Develop cooperative and respectful relationships with members of the AccessCare team as well as service providers to ensure flexible, responsive, and high-quality services to Consumers.
- Advocate on behalf of consumers, and where needs are identified, refer to advocacy services to ensure Consumer's best interests are met.
- Contribute to the further development of AccessCare through participation in working groups, audits, projects, and review and development of policies and procedures.
- Participate in outreach activities including group presentations to spread community awareness of AccessCare's activities and service availability.
- Actively increase knowledge of sector changes, community service availability and issues impacting on the Aged Care sector.

## **Position Requirements**

### **1. Financial Accountability and Extent of Authority**

The incumbent is financially responsible and accountable for:

- Individual Consumer budgets to ensure they are expended in accordance with relevant guidelines and within advised limits.
- Authorising purchases with the Consumer that are high quality and cost-effective, within the boundaries of the program scope as well as AccessCare and Council procurement policies.

The incumbent has delegated authority for:

- NIL

The incumbent is responsible and accountable for:

- Ability to work in partnership with consumers to set goals and establish care plans in often complex situations in accordance with Consumer Directed Care principles and within individualised budget limitations
- Maintaining documentation that is current, timely and factual without judgement
- Providing specialist advice to consumers and their carers, subject to regulations, policies, and supervision.

### **2. Judgment and Decision Making**

- Judgement is exercised within the framework of council policies and procedures, operational and budgetary guidelines, relevant standards, and legislation relevant to the provision of community services.
- Guidance and advice are available from the other Care Partners, as well as , Client Service Officers, Team Support Officers, Home Support Coordinator, members of AccessCare's nursing team and/or the AccessCare leadership team.

- Applying ethical standards of practice and using professional knowledge and experience, the incumbent is required to identify and provide sound advice on a range of issues involving consumers and their carers. Guidance and advice are available from the Team Leader.

### **3. Specialist Knowledge and Skills**

- Knowledge and experience of contemporary case management practice that focuses on achieving successful consumer outcomes, fosters reablement and ensures people are respected, connected, and empowered.
- Competence in assessing individual consumer needs, with reference to individual preferences as well as the impact of external factors and life experiences.
- Extensive knowledge of health and community services for people who are older and/or have disabilities.
- Demonstrated understanding of person-centred practice and Consumer Directed Care (CDC).
- Demonstrated ability to use Information Technology, including Microsoft Office and Community Care Information systems.
- Competence in the use of the My Aged Care portal to access relevant consumer details and referrals.

### **4. Management Skills**

- Ability to develop goals with the Consumer and set and monitor care plans and individualised budgets to achieve these goals.
- Ability to manage consumer expectations in line with funding boundaries.
- Demonstrated skills in planning and managing own work in a changing environment with competing priorities.
- Ability to engage in self-reflection, utilise feedback and engage in continual improvement activities.
- Ability to adapt positively as changes continue to roll-out across the aged and disability sectors.

### **5. Interpersonal Skills**

- Well-developed ability to communicate with a range of different clients with complex health needs and to engage with their family members and informal carers.
- Demonstrated knowledge of funded programs including supports and financial considerations to respond to potential client queries and promote AccessCare as a service provider
- Ability to work within a team environment and promote a positive workplace culture.
- Well-developed advocacy and problem-solving skills.
- Demonstrated ability to liaise, network and partner with other service providers to bring about optimal consumer outcomes.

- Well-developed verbal and written communication skills, including report writing

## 6. Qualifications and Experience

- Qualifications in the health, allied health, case management or social sciences or relevant experience.
- Additional post-graduate studies in case management or other relevant area are highly regarded.
- Experience in delivering high quality case management services to people who are older and/or have a disability, preferably in delivering care packages using a brokerage model

## Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

<p><b>Values and Behaviours</b></p>	<p>The City of Kingston has four organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none"> <li>• We make a difference</li> <li>• We show care and respect</li> <li>• We take pride in our work</li> <li>• We are better together</li> </ul>
<p><b>Safe Workplace Actions</b></p>	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&amp;S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
<p><b>Policies and Procedures</b></p>	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
<p><b>Legislative Framework</b></p>	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>
<p><b>Equal Opportunity and Child Safe Standards</b></p>	<p>The City of Kingston is an equal opportunity and child safe employer. The City of Kingston values the diversity of lived experience, abilities, backgrounds, and identities and is committed to creating a workplace where all employees feel safe, supported, and connected to perform at their best.</p> <p>We value the diversity of lived experience and the positive impact this can have on outcomes for the Kingston community. We value employees from all backgrounds, identities, and experiences such as; Aboriginal and/or Torres Strait Islander peoples, Women, those identifies as part of LGBTIQ+ communities, culturally and linguistically diverse persons and persons with a disability.</p>

## Prerequisites

- Valid Right to Work in Australia
- Undertake and maintain a current National Criminal Records Check
- Hold and maintain a Working with Children Check
- Pre-employment Health Declaration
- Driver's License valid in Victoria
- Reliable comprehensively insured motor vehicle
- Current first aid qualification or willingness to obtain

## International Police Checks

Any applicant who has resided in an overseas country for 12 months or more in the last ten years will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third-party purposes. Where police records checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, to enable Kingston City Council to conduct referee checks. This additional requirement primarily applies to positions in Council's Aged & Disability Services, Health & Local Laws and Social & Community Services.

## Inherent Requirements

**Category B – Desk based / General administration role** - This role has been assessed as a low-level manual handling and low risk role. It requires each applicant to complete the Health Declaration form. **Please refer to the attached Job Task Analysis (JTA) and for further information about the inherent requirements of the role.**

**Council will make reasonable adjustments to support people in their work environment wherever reasonably practicable.**

**Applicants should declare any requirements via the Health Declaration form.**

## Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.