

# Position Description

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|------------------------|---------------------------------------------------------------|
| <b>Title</b>           | Client Assessment and Support Planner                         |
| <b>Business unit</b>   | Home and Community Care Program for Younger People (HACC PYP) |
| <b>Location</b>        | 160 Whitehorse Road, Blackburn                                |
| <b>Employment type</b> | Full time, Ongoing                                            |
| <b>Reports to</b>      | Team Leader, Client Wellbeing and Support Services            |

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

**HACC-PYP** is for people aged under 65 and Aboriginal people aged under 50 who need assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, property maintenance, community access and using public transport. The program has been designed to support people with disabilities, a medical or health condition, and their respective carers to live as independently as possible in their own homes.

The role will also lead and participate in community development and social inclusion activities. Home based Assessments for the HACC PYP must be completed within Department of Families, Fairness and Housing (DFFH) and Home and Community Care Program for Younger People (HACC PYP) guidelines. This includes supporting younger people with a disability to access government funded services or link into other government programs such as the NDIS appropriate to their needs.

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## 2. Scope

**Budget:** Nil

**People:** Nil

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## 3. Relationships

### Internal

- Team Leader
- Manager
- Client Intake Coordinator
- Client Assessment and Support Planner
- Linkages Case Manager
- Volunteer Coordinator
- Consumer Support
- Carer Gateway

### External

- The community; both local and advocates across varying funded areas where Uniting support HACC PYP consumers.
- People with a disability, their families and carers
- community and health organisations
- Local, State and Commonwealth Governments
- Private providers

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## 4. Key responsibility areas

### Service provision

- Conduct and ensure consumers assessment for support services are coordinated, planned and equitable, according to HACC PYP/and guidelines and the Active Service model.
- Develop goal directed care plans in partnership with consumers, carers and other relevant persons and/or service providers.
- Perform re-assessments, and care plan/service plan reviews where required, actively monitoring allocated support hours optimising value for the consumer and taking account of resourcing issues.
- Manage referrals of consumers to other services or organisations for appropriate assessment of identified needs.
- Provide ongoing review and monitoring of consumers with complex and changing needs.
- Maintain assessment documentation and service standards according to program guidelines and organisational quality management plan.
- Organise an Occupational Health and Safety inspection of each service delivery point for program users prior to the commencement of services to ensure a safe work environment for any home care staff.
- Work collaboratively in a team environment by sharing information and providing team support to team members.
- Utilise assessment tools including the Living at Home Assessment and the National Screening and Assessment framework as required by the funding body.
- Advocate for services on behalf of consumers, as appropriate
- Meet with service providers to keep abreast of service issues.

### Data collection and reporting

- Ensure timely data entry and maintenance of accurate information into electronic consumer management systems, and analyse evidence base to improve outcomes, outputs and initiate improvement activities.
- Maintain specific consumer administrative requirements including case notes, service authorisations and other elements.

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#### Representation and advocacy

- Attend network meetings and other related local forums or meetings as required.
- Attend and actively participate in internal program, team and agency meetings.
- Identify gaps in services available and advocate as necessary and appropriate.

#### Community development and education

- Increase community awareness of the HACC PYP program and work to improve access to services through the provision of information, education or advocacy.
- Provide specialist consultation to other community agencies and professionals to assist their ability to deliver services to carers, consumers and their families.

#### Quality improvement and evaluation

- Ensure that relevant policies and procedures are followed.
- Ensure that the consumer's right to confidentiality is preserved and protected.
- Report to the Team Leader for case discussion and briefing
- Actively participate in regular supervision activities
- Identify training needs in consultation with Supervisor and attend professional development as deemed appropriate.
- Be aware of and meet relevant Quality Management System responsibilities.
- Participate in relevant evaluation activities.
- Be aware of Uniting's responsibilities to contribute to children's safety and wellbeing and report any concerns about neglect or abuse to a supervisor or manager.

#### People and teams

- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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#### 5. Person specification

##### Qualifications

Tertiary qualifications in Health and Community Services (Social Work, Psychology, Occupational Therapist) or demonstrated experience.

##### Experience

- Understanding of the tissues related specifically to the caring role.
- Experience or knowledge regarding the provision of care to the elderly, younger people and people with disabilities
- Understanding of privacy and confidentiality obligations
- Knowledge of principles of community inclusion and participation, with experience in delivering a response or project as a result to a community need or service gap.
- Demonstrated experience in performing community and/or health assessments using a strengths-based approach, and development of associated care plans.
- Experience working collaboratively with consumers, carers and/or relevant agencies to achieve consumer goals.

##### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Communication:** excellent interpersonal and health literacy skills demonstrated by experience liaising with people with a disability and/or medical condition, service providers and agencies.
- **Stakeholder engagement and care:** high level engagement, care planning and assessment skills.
- **Teamwork:** ability to work independently and as part of a team.
- **Report writing:** ability to prepare and deliver reports or presentations.
- **Networking:** high level of networking, communication and negotiation skills.
- Current Australian driver's licence.

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#### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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#### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

##### Employee

Name:

Signature:

Date: