



Position Description

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| Position Title: | Home Care Packages Administration Officer This position description is a supporting document to an employee's "Letter of Appointment" and "Variation to Letter of Appointment" |
| Department: | Home Care Packages |
| PD Issue Date: | March 2024 |
| Classification/Award: | Award: Health and Allied Services, Managers and Administrative Officers Victorian Public Sector Multiple Enterprise Agreement (2021-2025) Classification: Grade 1A |
| Performance Review: | A six-month probation will apply to this position (6 months from date of commencement). Performance reviews will then be held annually. |

ROLE

This role:

- performs administrative duties to support the Home Care Package (HCP) Program under the direction and delegation of the Administration Coordinator Community Care,
- monitors, coordinates and addresses HCP phone communication daily as required,
- coordinates client service requests
- manages administration of all HCP contracts and brokered services

ORGANISATIONAL RELATIONSHIPS

Reports to: Administration Coordinator Community Care

Liaises with: All South Gippsland Hospital Staff

- HCP Program manager
- HCP Case Managers
- HCP service staff
- Medical staff
- Clients and their families and/or carers

KEY RESULT AREAS

- Completes all delegated HCP administrative duties to a high standard under the direction and delegation of the Administration Coordinator Community Care
- Monitors HCP email inbox for timely processing of all invoices
- Coordinates the processing of all HCP invoices efficiently and effectively. This includes co-signing of invoices.
- Responsible for ordering equipment and relevant products for all HCP clients as directed by the HCP Case Managers.
- Responsible for setting up client details for the HCP rostering application (app).
- Monitors the home care package mobile, delegating/triaging calls as required.

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| <ul style="list-style-type: none"> • Completes all service requests under the direction and delegation of the HCP Case Managers • Assists with the development, management and maintaining currency of all HCP service agreements and contracts. • Excellent communication and presentation skills including advanced knowledge of Microsoft systems • Assists HCP program to meet requirements of the Aged Care Quality Standards. • Demonstrated adherence to SGH Standards, Policies and Code of Conduct • Demonstrate knowledge and commitment towards quality improvement activities and actively participate in departmental accreditation processes • Demonstrate a commitment to safety and quality of care • Perform other duties reasonably required as directed |
| SPECIALIST SKILLS AND KNOWLEDGE |
| <ul style="list-style-type: none"> • Demonstrate willingness to undertake relevant training / course to develop skills and acquire knowledge • Participate in the Performance and Development Review process • Work within scope of practice according to qualifications and registration with the Australian Health Practitioner Regulation Agency (AHPRA). • Work according to the conduct, policies and standards of relevant external bodies and SGH |
| QUALIFICATIONS AND EXPERIENCE |
| <ul style="list-style-type: none"> • Appropriate Qualifications (in a health related field) compliant with Australian Qualifications Framework preferred. • Demonstrated administrative and computer skills to meet the HCP program requirements. • Experience with consumer directed care principles or the Commonwealth Home Care Packages program or other health related administration preferred. • Current non-restricted Victorian Driver's Licence. • A valid Police Check and Working with Children Check |
| KEY SELECTION CRITERIA |
| <ul style="list-style-type: none"> • Demonstrated experience with Consumer Directed Care, the Commonwealth Home Care Packages program and/or other relevant aged care services • Exceptional administrative skills including well developed clerical and communication abilities and high-level computer and IT skills, particularly with Microsoft Office Word and Excel. • Professional presentation, attitude and telephone manner. • Demonstrated time management skills, the ability to multitask and attention to detail with an excellent work ethic. • Demonstrated alignment with SGH values and adherence to high standards of practice. |
| MANDATORY COMPETENCIES |
| <p>Unless an employee is able to produce authorised evidence of successfully completing an approved mandatory competency, the employee will be required to successfully complete the competencies within the first six months of employment.</p> <p>Each employee is then required to successfully complete mandatory clinical competencies annually.</p> |

ORGANISATIONAL VALUES

South Gippsland Hospital (SGH) staff work with each other according to the Values listed below and the behaviours these values require when carrying out business. These values are:

Accountability – accepting responsibility for our actions

Trust- acting with integrity and being able to count on each other

Excellence – doing our best at all times and looking for ways to improve

Adaptability – being flexible and accepting of new ideas and change for the better

Mutual Respect – treating others in the way that want to be treated

It is expected that staff will work according to these Values when working directly with other staff, clients and members of the community.

OCCUPATIONAL HEALTH AND SAFETY

SGH recognises its obligation for full compliance with the *Occupational Health and Safety Act 2004* and associated Occupation Health and Safety regulations 2017. All staff are required:

- to comply with safety instructions in their work environment and to familiarise themselves with OH&S procedures.
- to take reasonable care of their own health and safety as well as that of other people who may be affected by their conduct in the workplace.
- to seek guidance about new or modified work procedures.
- to ensure that any hazardous conditions are eliminated or minimised and that near misses and injuries are reported immediately to their supervisor.

If the role includes people management duties, these include the requirement to manage the health and safety of people under this control and support the actions contained in SGH OH&S policies.

INFECTION PREVENTION AND CONTROL

An effective, integrated organisation-wide Infection Prevention and 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 organisation's Infection Prevention and Control policies and procedures at all times.

LEARNING AND DEVELOPMENT

SGH is committed to education.

All staff have a responsibility to undertake their own professional development and actively participate in the learning and development of others. This may involve colleagues, health professionals from other disciplines or students. Inter-professional education is strongly encouraged and supported and is integral to a small rural hospital

HEALTH AND WELLBEING

The health and wellbeing of employees is a priority for SGH and the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals is recognised in this workplace.

Staff are expected to:

- partake in the promotion of the health and wellbeing of employees
- contribute to an inclusive and health promoting environment
- promote our values of trust, excellence, accountability, adaptability and mutual respect
- promote an organisational culture of positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

DIVERSITY STATEMENT

SGH is committed to providing employment, health care and all related business based on the principles of access, equity and respect. SGH acknowledge the Traditional Custodians of the land on which we work and pay our respect to their Elders past, present and emerging. Staff are expected to provide excellence in care and a safe, welcoming and inclusive health service by:

- extending respect to Aboriginal and Torres Strait Islander people at all times,
- engaging respectfully with all cultures and
- respecting and appreciating what makes each individual different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education and national origin.

MULTI AGENCY RISK ASSESSMENT MANAGEMENT (MARAM)

Family Violence is a health issue and SGH provide support to any staff member experiencing family violence. All public hospitals are legislated to screen, identify and respond to family violence. The Multi Agency Risk Assessment Management (MARAM) framework is a whole organisation, multi-level approach to family violence. At SGH, we are committed to align our organisation with the 4 pillars of the MARAM framework: Shared understanding, Collaborative practice, Responsibility for risk assessment and management and Systems, outcomes and improvement. We respectfully, safely, and sensitively engage with all. We work collaboratively to increase the safety of people experiencing family violence, and to keep perpetrators in view and accountable for their actions and behaviours. We are committed to ensuring that all staff have access to adequate training to enable them to fulfil the responsibilities assigned to their role in the MARAM framework. Employees will undertake MARAM training as appropriate to their position and adhere to related policies.

At SGH all staff either contributes to or holds the following responsibilities;

Responsibility 1: Respectful, sensitive and safe engagement with clients and colleagues

Responsibility 2: Identification of family violence risk

Responsibility 5: Seek secondary consultations and referrals for comprehensive risk assessment and management

Responsibility 6: Contribute to information sharing with other services in line with SGH Information Sharing Policy

Responsibility 9: Contribute to coordinated risk management

Responsibility 10: Collaborate for ongoing risk assessment and risk management

In addition to the above, some senior nursing staff hold responsibilities of

Responsibility 3: Intermediate risk assessments

Responsibility 4: Intermediate risk management.

| CONFIDENTIALITY |
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| <p>Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of SGH.</p> <p>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.</p> <p>Failure to comply with this agreement may result in disciplinary action and may include termination of employment.</p> |
| QUALITY AND RISK MANAGEMENT |
| <p>In order to ensure patient safety and high quality of care:</p> <ul style="list-style-type: none"> • Staff are required to participate in the development and maintenance of a quality service through the application of professional standards; participation in quality improvement activities; and compliance with the policies, procedures, practices and organisational goals and objectives of SGH. • Staff are required to encourage the patient to partner with the health care team and be at the center of all care decisions. • Staff are required to contribute to the development and maintenance of the SGH Risk Management Framework and apply the framework to identify, evaluate and minimise exposure to risk. • Staff are required to abide by the Code of Conduct for Victorian Public Sector Employees • Clinical leaders are required to help support other clinicians to understand and perform their delegated safety and quality roles, and ensure clinical staff are working within their designated scope of clinical practice |
| SPECIAL REQUIREMENTS |
| <ul style="list-style-type: none"> • Staff will be required to satisfactorily complete a National Police Records, and Working with Children Check prior to commencing employment. • Staff will be required to hold a COVID-19 vaccination certificate, or valid medical exception prior to commencing employment. • Should your role require you to drive a SGH vehicle, a current Victorian Drivers Licence is required. Loss of licence or any licence infringement must be reported by the employee to Management immediately. • A completion of pre-existing injury or illness declaration will be required prior to appointment to the position. • SGH employees are expected to be familiar and work according to: <ul style="list-style-type: none"> ○ policies and procedures of SGH, including Risk Management Policy & Framework ○ Industrial Agreements that provide terms and conditions of employment ○ Scope of Practice and professional codes of conduct established for your profession ○ Code of Conduct for Victorian public sector employees and ○ Provisions of the Fair Work Act. |

INCUMBENT STATEMENT

I, _____ have read, understand and accept
(please print name)

the above Position Description.

Signed: _____ Date: _____

Copy to staff member: ☐ Yes ☐ No

Details certified correct by:

Name: _____

Signature: _____

Date: _____