

POSITION DESCRIPTION

POSITION TITLE	Intake and Assessment Coordinator, Aged Care		
POSITION OVERVIEW	Coordinate and conduct all client intake and reviews for the Aged Care Services at Woden Community Service (WCS). Ensure the provision of quality and person-centred support to older people to support independence in their own home.		
CLASSIFICATION	WCS Level 5	SERVICE LINE AREA	Aged Care Services
EMPLOYMENT TYPE	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	HOURS PER WEEK	38
LOCATION	Callam Office		
IMMEDIATE MANAGER	Manager Aged Care Services		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		

REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	Nil	NO OF INDIRECT REPORTS	Nil

KEY RELATIONSHIPS	
INTERNAL	Internal CHSP and CASP Programs
EXTERNAL	Service users and Home Care Package brokerage

KEY ACCOUNTABILITIES	
<ul style="list-style-type: none"> Manage all Commonwealth Home Support Service (CHSP) referrals through the My Aged Care portal and from other agencies for brokerage. Conduct the assessment of clients' needs, suitability for services and eligibility requirements for WCS Aged Care Services, within a person-centred approach and in an active and responsive manner. Identify and address risk to staff and clients that are identified through the intake and review process. Lead WCS Aged Care Service Intake meeting. Provide a thorough client handover to the relevant program area. Ensure compliance with the CHSP Manual and Aged Care Quality Standards through accurate and timely record keeping, and reporting. Complete scheduled and urgent reviews for existing clients. Embed a reablement approach in service delivery to build on a client's strengths and goals, with the objective of fostering greater independence and, where possible, less reliance on care services. Ensure a professional and friendly experience for service users through consistent high-quality customer service. Participate in continuous improvement processes towards the Aged Care Quality Standards, driven by consumer engagement activities such as service user feedback and the annual service users survey. Sharing responsibilities for the rotational on call phone which supports the on-call roster for support staff. This would operate between 6am-9am weekdays with calls being received in an adhoc manner. 	

- Actively participate and contribute in staff/team meetings and activities.
- Engage in the ongoing professional development through training, reflective practice and supervision.
- Work in accordance with workplace health and safety guidelines and following WCS' Policies and Procedures.
- Apply workplace Diversity and Equity principles.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Relevant tertiary qualifications and/or experience in Aged Care Services, disability or similar community services. ▪ Effective interpersonal and communication skills (written and verbal) including a friendly and approachable phone manner. ▪ Knowledge and demonstrated understanding of the issues effecting older service users, their families and carers. ▪ Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour. ▪ Proactive and hands-on approach. ▪ Strong attention to detail. ▪ Effective organisational and time management skills. ▪ Computer and data base skills. ▪ Current drivers licence, current ACT Working with Vulnerable People registration, COVID-19 vaccination and National Police Check
Desirable	<ul style="list-style-type: none"> ▪ Knowledge of the aged care sector within the ACT
Other	<ul style="list-style-type: none"> ▪ Demonstrated commitment to the Purpose and Values of Woden Community Service ▪ Ability to work outside normal business hours if required.

Document History	Original: September 2022	Revised:	Version: v1
Employee name		Signature	DATE
Manager name		Signature	DATE