

Our Vision: Older people have access to responsive, high quality aged care services.

Our Mission: Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

Our Values:



Position Description

Position Title:	In-Home Care Assessment Officer	Position Reports To:	In-Home Care Operation and Business Development Manager
Positions Reporting to this Position:	Nil		
Position Purpose:	The In-Home Care Assessment Officer is responsible for assessment, and care planning, for clients receiving home care services under the Commonwealth Home Support Program (CHSP) and brokerage agreements. In partnership with the older person, the Assessment Officer will develop client-centred Care Plans for each client taking into account their specific care needs, goals and preferences.		
Qualifications:	Minimum Certificate III in Aged Care or other relevant experience/ qualifications		
Skills:	<ul style="list-style-type: none"> ▪ Strong client service skills with a proactive approach to problem-solving. ▪ Excellent communication and interpersonal skills ▪ Excellent organisational and time management skills ▪ Strong attention to detail ▪ Strong stakeholder engagement skills and ability to maintain relationships with clients, families, assessors and service providers ▪ Demonstrated empathy for the needs of elderly people ▪ Knowledge and experience in Microsoft Office Packages, with an intermediate to advanced level of Word Processing and Excel Database. 		

<p>Experience:</p>	<ul style="list-style-type: none"> ▪ Relevant experience in an aged care or community health setting ▪ Experience working within or demonstrated understanding of the Aged Care Quality Standards Framework ▪ Experience in client assessment and care planning ▪ Experience in identifying and implementing service improvements
<p>Assessment & Care Planning</p>	<ul style="list-style-type: none"> ▪ Actively manage initial enquiries from new clients and provide information on service offerings and pricing ▪ Conduct Initial Assessments ensuring that all required documentation is completed, signed and uploaded into the client management system ▪ In partnership with the older person develop client-centred Care Plans for each client taking into account their specific care needs, goals and preferences. ▪ Review client Care Plans annually or earlier if required due to clients' care needs changes ▪ Complete referrals to other services as required
<p>Service Development</p>	<ul style="list-style-type: none"> ▪ In conjunction with the In-Home Care Services Operations and Business Development Manager and Services Coordinator, develop and maintain relationships with clients and referrers with the aim of growing the business ▪ Ensure that Third Party clients are managed in accordance with the relevant Service Agreements, including accurate documentation and communication with Case Managers ▪ Identify opportunities for marketing and promotion of the Care Services
<p>Quality Management</p>	<ul style="list-style-type: none"> ▪ Ensure compliance with the Aged Care Quality Standards and the Doutta Galla Aged Services policies and procedures. ▪ Proactively identify any areas for improvement and work in collaboration with the In-Home Care Services Operations and Business Development Manager to implement service improvements ▪ Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services. ▪ Ensure all Assessment and Care Planning documentation is completed in a timely manner ▪ Ensure all client interactions are documented in the client management system ▪ Ensure interactions with clients and their representatives are kind, caring and respectful of each individual's identity, culture and diversity.

<p>OH&S</p>	<ul style="list-style-type: none"> ▪ Adhere to Occupational Health and Safety Act and associated policies and procedures. ▪ Undertake Home Risk Assessments of clients' homes before commencement of services, identify any risks or hazards and implement mitigation strategies to ensure staff safety ▪ Ensure clients are advised at the Initial Assessment regarding safety requirements, cleaning products and service limitations ▪ Respond appropriately to situations of risk or potential risk to clients and staff. ▪ Report immediately all hazards, accidents/incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines. ▪ Actively participate in training and education sessions regarding occupational health and safety.
<p>Feedback and Complaints</p>	<ul style="list-style-type: none"> ▪ Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role. ▪ Ensure all clients receive information regarding the Doutta Galla Feedback and Complaints process at the Initial Assessment ▪ Escalate any serious complaints to the In-Home Care Services Operations and Business Development Manager as soon as possible ▪ Actively participate in any continuous improvement activities that arise from the analysis of received feedback.

Acknowledgement

- I have read this position description and agree to undertake the duties and responsibilities as listed above.
- I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR and/or Doutta Galla management.
- I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.
- I have read and understood the Doutta Galla Code of Conduct.

Name:

Signature:

Date:
