



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

INTAKE WORKER POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of high quality community and residential care for ageing members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible To: Manager, Senior Case Manager

Responsible for: The intake of clients from My Aged Care Provider Portal, initial contact with client, the preparation of client care plans completion at health and safety documentation and confirmation of Commonwealth Home Support Program (CHSP) services, Home Care Packages Program (HCPP), Short Term Restorative Care Program (STRCP) and National Disability Insurance Scheme (NDIS).

Position Summary:

This position is located in our Community Aged Care & Disability Services Department and has the central intake responsibility for aged and disability clients, under Government's CHSP, HCPP, STRCP and NDIS.

The position is responsible for the intake of clients from the relevant sources, initial contact with the client, the preparation of service agreement and client care plans, completion of health and safety inspections documentation and confirmation of services. The position works closely with our Service Support Team to ensure a high standard of client service delivery is achieved.

KEY RESULT AREAS, ACCOUNTABILITIES AND PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures. These have been developed in consultation with the incumbent and are reviewed annually or as required.

Key Result Areas	Accountabilities	Performance Measurers
Intake	<ul style="list-style-type: none">Respond to enquiries and referrals from My Aged Care and external agencies and complete intake procedures for client/carer in accordance with agreed policy, criteria and guidelines.Contribute to the establishment of individual client services so they are delivered in a safe and timely manner.Use a Wellness and Reablement approach to develop individual client care plans which identify client and/or carer needs and capacities, hopes and concerns including service recommendations that seek to build on existing strengths and interests to maintain independence.Arrange, conduct and document whole-of-system Home Support Care Plan preparation as part of the CHSP programme including the involvement of clients/carers as required.	<ul style="list-style-type: none">Evidence of effective development of effective individual client care plansEvidence of effective whole of system Home Support Care Plan preparationEvidence of worthwhile health and safety assessments to ensure safety of clients and staffEvidence of up to date documentationEvidence of identification of

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	<ul style="list-style-type: none"> • Conduct home visits and complete appropriate health and safety inspections and Service Agreement documentation for all proposed services ensure the safety of both staff and clients, while services are being delivered. • Appropriate documentation is maintained in internal client and data management system as required to meet statutory requirements including statistical data for reporting purposes. • Maintain strict client confidentiality while reinforcing the client’s rights and responsibilities. • Focus on finding the service solutions that maintain and strengthen individual clients’ capacity and independence so they can continue with their activities of daily living. • Review and modify the care plan/task list at least annually, or earlier if situations require • Adhere to protocols and agreements between CCSSCI and other relevant agencies and organisations, particularly as they relate to the delivery of optimum customer service within agreed timelines. • Participate in relevant meetings both within CCSSCI and externally to ensure that knowledge of CCSSCI and external services and programs are up to date, and to form professional relationships for the benefit of client outcomes 	<p>service solutions for clients</p>
<p>Program Development</p>	<ul style="list-style-type: none"> • Contribute to the ongoing development of the service, ensuring that it reflects the philosophy of Wellness and Reablement i.e. a philosophy that focuses on whole-of-system support to maximise a client’s independence and autonomy. • Participate in the development, implementation and review of policy, procedures, processes and protocols for Client Service Delivery. • Provide advice on the effectiveness and efficiency of service delivery and work with other team members and the Manager, Senior Case Manager to implement strategies to improve the service. 	<ul style="list-style-type: none"> • Evidence of competent assessments. • Evidence of promotion of projects to other aged care service providers and in the wider community. • Evidence of improvement initiatives for services to clients.
<p>Teamwork</p>	<ul style="list-style-type: none"> • Work as a member of CCSSCI’s Community Services team and carry out your duties in a manner that reflects the mission and values of CCSSCI. • Actively contribute to the establishment and maintenance of constructive relationships within the team. • Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others. • Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon. 	<ul style="list-style-type: none"> • Evidence of cooperation and respect with other staff members. • Evidence of attendance at staff meeting. • Evidence of reading meeting minutes, memorandums and information.

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<p>Continuous Improvement / Quality Management</p>	<ul style="list-style-type: none"> • Contribute to the success of CCSSCI as a leading aged care and welfare service provider. • Ensure compliance with CCSSCI’s policies and procedures. • Support a culture of performance improvement and evaluation. • Ensure that legislative requirements regarding various aspects of the HCP and CDC services are complied with at all times and are reinforced with staff. • Deal with enquiries and assist prospective clients in the eligibility assessment process. • Ensure existence of well documented quality improvement plans and processes. • Conduct quality audits. • Participate in change activities. to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the realm of their knowledge and skill level, but do not promote a narrowing of their skill base or any conflict of interest. 	<ul style="list-style-type: none"> • Demonstrated compliance with all CCSSCI policies and procedures. • Demonstrated compliance with legislation relating both projects. • Evidence of quality improvement programs in place. • Evidence of ongoing professional development • Evidence of accurate and timely reporting.
<p>Client and Community Engagement</p>	<ul style="list-style-type: none"> • Manage the provision of high quality customer services at all times with respect to the diversity and complexity of client needs in accordance with service standards. • Manage the development of productive arrangements with clients, contractors and other service providers to strengthen service coordination and increase-client’s access to services that they need. • Maintain effective monitoring systems to identify changes in clients’ needs and report on emerging gaps with current services provided. • Act as an advocate on behalf of the Chinese-speaking community in relation to their needs for community aged care services. • Actively liaise and establish effective working relationships with the Chinese-speaking community, other ethno-specific agencies, the funding bodies and mainstream service providers. 	<ul style="list-style-type: none"> • Evidence of cooperation and respect with clients. • Evidence of provision of clients’ access to needed services. • Evidence of advocacy to Chinese speaking community.
<p>Health and Safety</p>	<ul style="list-style-type: none"> • Adhere to Health and Safety regulations, policies and procedures. • Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and clients. • Demonstrate awareness of health and safety law and safe manual handling as relevant to position. • In the event of accidents or incidents that involve staff, clients or volunteers, accurately complete accident/incident forms as may be required and report to the Program Manager. • In the event of hazard identification, complete relevant form and report to Program Manager. • Administer interventions and treatments that prevent discomfort to the recipient. • Immediate reporting to Program Manager of notifiable issues e.g. elder abuse, key risks to the organisation. • Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency 	<ul style="list-style-type: none"> • Ability to demonstrate role in the event of fire or other emergency. • Evidence of accurate and timely completion of client / staff / visitor incident forms including any first aid / follow-up actions. • Evidence of accurate and timely hazard alert reports and corrective actions. • Evidence of competency in

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	<p>including the ability to evacuate self and persons as appropriate.</p> <ul style="list-style-type: none"> • Demonstrate an understanding of COVID-19 infection control guidelines and restrictions • Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer’s instructions and organisational guidelines and reports any breakdown or requirements to Program Manager. • Participate in training and education sessions regarding health and safety. 	<p>medication administration.</p> <ul style="list-style-type: none"> • Evidence of competency in adhering to standard infection control guidelines and practices including COVID-19.
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Professional Responsibilities

- Consistently exercise appropriate professional judgment in all decisions made that are related to the safety and wellbeing of clients and staff, and the daily operation of both projects and the reputation and interests of the organisation.
- Maintain abreast of current practice and trends in quality management systems as they relate to the provision of aged care services.
- Recognise the need for, and actively participate in continuing education and development.
- Assist in the development of organisation and a positive attitude to client participation across the organisation.
- Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to clients, staff and the operations of CCSSCI.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Qualifications in Community services, disability study or other human services fields.
- Well-developed conceptual and working knowledge of the community aged care sector services.
- Demonstrated knowledge and understanding of aged care issue of people from CALD backgrounds.
- Demonstrated ability in managing time, setting priorities, planning and organising work to meet competing demands.
- Ability to undertake assessments.
- Good organisational and administrative skills.
- Well-developed skills in oral and written communication.
- High level analytical, research and report writing skills.
- Excellent communication, problem solving and conflict resolution skills.
- Computer literacy – Intermediate to Advanced.
- Fluency in spoken Chinese, able to read and write in Chinese, can master both Mandarin and Cantonese is preferable.
- Demonstrated ability to provide leadership and support to volunteers.
- Current driver licence.
- Current satisfactory police check.
- Reliable motor vehicle (including valid registration and full comprehensive insurance).

Performance review

The Intake Worker’s performance shall be evaluated by the Manager or delegate at three months service, six month’s service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSSCI policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

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Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the work day

Frequent = 25% to 75% of the work day

Infrequent = 0% to 25% of the work day

Continuous	
Sitting	Sitting is required when carrying out documentation or administration requirements.
Grasping/Finger Movement	Grasping and finger movement (pinching, picking, typing) is required for holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Handling and feeling are required in carrying out administration duties, finger dexterity and hand-eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or clients by touching with skin, particularly that of the fingertips.
Communication	An excellent understanding of the English language is required when dealing with residents, relatives, allied health professionals and other facility staff. Also, the ability to communicate effectively.
Hearing	Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Ability to distinguish odours and identify hazards.
Repetitive Motions	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.
Frequent	
Standing and Walking	Standing and walking are required for the job requirements and movement from place to place. It will require the ability to fully use both legs on a variety of surfaces
Reaching and stretching	Reaching and Stretching is required in carrying out administration duties, and in the movement of objects from place to place.
Infrequent	
Climbing	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Lifting and carrying	Lifting and carrying is required in the movement of objects from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Pushing and pulling are required to draw, drag, push or tug objects from place to place.
Bending and Crouching	Bending at waist level whilst carrying out job requirements in the facility. Ability to crouch to floor level when required.
Kneeling	Kneeling can be required whilst carrying out job requirements.
Twisting	Twisting may be required in the movement of objects. The ability to reach in all directions and to twist at the waist is required.

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Available Assistance

The following assistance will be available to aid in meeting the physical requirements; however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Shelves to be positioned as appropriate levels
- Effective Committees where staff can participate

EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

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Date

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Manager's Signature

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Date

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Manager's Name (Please print)

*delete as necessary

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