

Position Description

Position Title:	Service Coordinator – Health Access Team (HAT)	Approval Date:	April 2024
Authorised By:	GM PLC	Review Date:	April 2025

Our Vision People in our communities enjoy better and longer lives.

Our Role We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

Our Key Business Segments

- Helping people in our communities to enjoy better and longer lives.
- Helping people with a long-term physical or mental health condition to live better.
- Providing services and supports for our clients to people with disability.
- Helping older people stay at home longer.
- Providing integrated services and supports across all programs for children and youth.
- Delivering public and private dental services
- Addressing the root causes of vulnerability

Our People People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

POSITION OVERVIEW:

Job Purpose	<p>This position is responsible for providing a service coordination role which manages referrals into the organisation and assists people negotiate the health and welfare system external to the organisation.</p> <p>The aim is to provide a responsive and client centred approach to ensuring clients access the right service, at the right time.</p> <p>The access to services is constantly developing in response</p>
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	<p>to changes in government funding and community needs. Therefore the way that this role is delivered will continue to change. Staff adaptability is a key requirement for this position. healthAbility provides programs and services to a range of clients using a variety of funding sources including CH, ICD, CHSP, HACC, Home Care Package, Medicare, EPC Plan, Private Health Insurance, Private Fee Paying and NDIS.</p>
Duties and Responsibilities	<p>Client Assessment & Care:</p> <ul style="list-style-type: none"> • Triage of incoming referrals into general and community health services, mainly phone based, including broad Counselling, Children, and Adult Allied Health services and programs. • Ensure the service coordination system is responsive to the health and wellbeing needs of people. In particular, people from CALD backgrounds, young people, people who are homeless or living in unsecure accommodation, older people, people living with disabilities, people experiencing family violence, newly arrived migrants, refugees, and asylum seekers. • Provide high quality service coordination to clients, including information provision, initial needs identification, assessment, screening, risk management, resources, and service appointments. • Engage with provided training (E.g., ASIST, MARAM) for screening of risk factors, supporting clients short-term via referral, education, and planning for safety. • Prioritisation of priority or complex client referrals and enquiries based on sound clinical triage and assessment. • Meet propriety response times as outlined in Victorian Service Coordination Practice Manual, 2012, The Demand Management Framework and Community Health (CH) guidelines. • Facilitate streamlined and timely access for clients to the services they require. • Support internal service providers to make appropriate referrals. • Support external agencies and referrers, including Carers, Council, MAC, RAS, GP's, Medical Specialty, Acute Services, Health Services to refer to CH. • Provide timely, responsive service coordination to those seeking services from CH. • Use the required client management systems e.g.,

	<p>TrakCare and/or My Aged Care.</p> <ul style="list-style-type: none"> ● Use electronic referral portals such as My Aged Care, GP e- referrals and S2S to receive client referrals and communicate with external stakeholders, if required. ● Facilitate and support community action to promote health, well-being, independence, and empowerment. ● Ensure excellent and consistent customer service. ● Link incoming referrals with the most appropriate funding sources - CH, ICD, CHSP, HACC, Medicare, EPC Plan, Private Health Insurance, or Private Fee Paying. ● This role is not focused on NDIS and Home Care Packages related service onboarding, however, leave cover may be required, at managers discretion. <p>Collaboration and Participation:</p> <ul style="list-style-type: none"> ● Maintain internal relationships and appropriate communication processes with Service staff, Reception staff, and Information Officers that will support the Service Co-ordination system. ● Work collaboratively with others as part of a multi-disciplinary team. ● Work closely with CH staff and community to ensure equity of access (particularly for disadvantaged groups within the community) to the range of services and programs healthAbility provides. ● Build capacity within CH to understand and respond to the needs of diverse communities to improve their access to health and well-being. ● Establish and maintain relationships with other health and community care providers to ensure continuity of care for clients, particularly those with complex and chronic health conditions and social circumstances. ● Attend and contribute to internal or external CH committees and review forums aimed at capacity building and service development e.g., staff meetings, primary health care review, case conferences, as required. ● Implement the PCP's (Primary Care Partnerships) protocols and practices regarding delivering Service Coordination/Intake. ● Participate in programs, meetings and activities that contribute to the ongoing improvement of CH, as negotiated with manager.
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	<ul style="list-style-type: none"> • Participate in the organisational continuous quality improvement program and develop, monitor, and review policies and procedures as appropriate to develop and maintain effective and efficient workflow systems. • Commitment to organisational values, the Social Model of Health, and Primary Health Care. <p>Occupational Health and Safety:</p> <ul style="list-style-type: none"> • Responsible for adhering to OH&S and legislative compliance within Consumer Directed Services. • Complete VHIMS reporting, if required. • Complete mandatory healthAbility KINEO e-Learning modules, as required. <p>General:</p> <ul style="list-style-type: none"> • The staff member will undertake other duties as required by their manager.
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Key Selection Criteria (*Skills, Experience and Qualifications required*)

Mandatory	<ul style="list-style-type: none"> • Commitment to the provision of high-quality community health services with an excellent understanding of social and health issues, for best client outcomes. • High-level understanding of the Social Determinants of Health. • High level communication, assessment and interpersonal skills, ability to establish relationships with clients and colleagues. • Necessary skills and attributes to manage change positively. • Demonstrated ability to be adaptable and flexible. • At least two years' experience ideally in health, mental health, or community setting, involving risk assessment and problem-solving skills. • Willingness to respond to the needs of clients from culturally and/or linguistically diverse backgrounds. • Ability to manage a case load, to prioritise and meet deadlines, within a team or independently. • Capacity to take initiative and engage in the planning, implementation, and evaluation of services and/or programs. • Demonstrated interest in ongoing learning.
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	<ul style="list-style-type: none"> • Commitment to the principles of continuous quality improvement. 	
Desirable	<ul style="list-style-type: none"> • Social, community, mental health, health, allied health degree or diploma. • Recent experience in health, aged care, community-based setting and or disability triage work. This includes initial needs identification, screening, and risk assessment. • Demonstrated proficient computer skills in MS Office applications (Word and Excel) • Demonstrated competency with TrakCare or similar client record system. Able to undertake training to gain elevated level of competency in TrakCare. • Experience with My Aged Care Portal. 	
KPIs/Performance Goals	<ul style="list-style-type: none"> • Participate in the performance management system including the development and monitoring of an individual work plan and annual performance review. 	
Service/Program	Clinical and Community Services	
Reports	Job reports to	Direct reports
	Program/Manager Service Access	Nil
Award/EBA	Victorian Stand-Alone Community Health Centre (standalone services) Social and Community Service employees multi enterprise agreement 2017.	
Classification	SACS Level 4 PPT 1	

Requirements:

- A Police Record Check is required for all roles.
- A Working with Children Check, other credentials and role specific requirements and checks will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver's Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.

MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
NDIS	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Statutory Declaration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Credentials/Registration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Other _____

EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition? Yes ☐ No ☐

If yes, please provide details:

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

Signed (employee):

Date:

KEY SELECTION CRITERIA

List the selection criteria in order of importance. Remember that applicants are asked to address the selection criteria in their application and your interview questions must be based on the selection criteria.

KSC1	Relevant qualifications and/or experience
KSC2	Knowledge of and commitment to the principles of primary health care, working knowledge of the social model of health, an understanding of chronic disease self-management approaches.
KSC3	Skills and experience in information provision and service co-ordination, including initial assessment and referral in a community setting.
KSC4	High level communication skills and an ability to work autonomously within a multi-disciplinary team.
KSC5	Sound organisational skills, responsible, dependable, demonstrated ability to be flexible, innovative, and resourceful within the context of a developmental position.
KSC6	Demonstrated commitment to the social model of health and the principles of primary health care.
KSC7	Commitment to the principles of continuous quality improvement
KSC8	Well developed computer skills including word processing, database management and electronic information exchange.
KSC 9	Other skills and qualifications – Driving License, ability to speak another language relevant to the Whitehorse or Nillumbik community.