## Position Description: Intake Officer (Seniors and NDIS)

**PRIMARY ROLE STATEMENT**

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Intake Officer (Seniors & NDIS) is a part of the Aged & Disability Services team within Cumberland Council which provides a range of quality direct services including information, advocacy, carer support, nutrition services (home delivered and centre based meals), transport, and activities, events and social groups to maintain overall wellbeing and independence. By providing a committed approach to person centred essential support, the team seeks to promote social inclusion, encourage an enhanced quality of life and increase capacity for seniors and people with disability to participate in the community.

The position is responsible for providing high quality intake, referral and assessment services to seniors and people with disabilities, including the development of individual goal plans for all the services and programs delivered by Council’s Aged and Disability Services Team. The position works across the Aged & Disability Services team to ensure the promotion and expansion of the NDIS and CHSP programs and to contribute to the continuous quality improvement of processes, procedures and services.

**KEY DUTIES AND RESPONSIBILITIES**

**Intake and Referral**

* Ensure the intake and referral process complies with Cumberland Council’s values, policies, procedures, Code of Conduct and legislative , regulatory requirements and recognised accreditation standards eg: NDIS, My Aged Care, CHSP
* Ensure all customers receive exceptional support and customer service throughout their intake process into Cumberland Councils Aged and Disability Services
* Provide first point of contact for all enquires and referrals for Council’s Aged and Disability Services and assess for suitability and/ or assist customers with referrals to appropriate services
* Support customers with outbound referrals, including warm referrals to other agencies and services to assist with ongoing needs.
* Develop and maintain records of assistance.
* Complete intake process with new and returning customers within the priority status required timeframes
* Establish new customers files in line with funding body guidelines and privacy/ confidentiality laws
* Establish new customers on Council’s Client Management System
* Maintain a customer wait list and register unmet needs, liase with service coordinators to monitor program capacity
* Ensure all new customers receive a service information package
* Liaise regularly with relevant coordinators, team members on customer and carers needs, preferences, feedback given.

**Assessment**

* Work from a person centred, strengths based approach that enshrines and respects diversity, equality, choice and customer enablement
* Conduct in home assessments and develop goal plans for all new customers as per Council policies and procedures including Home and Customer Risk Profiles
* Keep coordinator informed of any compliments, concerns, suggestions, complaints received from customers/ carers during goal planning and re assessments sessions
* Maintain accurate and up to date records/ systems that notify of due dates for customer service provision milestones e.g. goal planning, re assessments
* Undertake customer reassessments and ensure they are kept up to date
* Maintain customer progress notes

**Publicity and Promotion**

* Undertake service promotion and marketing activities to ensure a continuous flow of referrals to Cumberland Councils Aged and Disability services
* Facilitate community information sessions as necessary
* Strengthen existing referrals pathways through maintaining relevant and open communication with key stakeholders
* Regularly liaise and network with local agencies regarding referrals and the operation of the service
* Increase the visibility of our services throughout the local community e.g. expos, community events
* Assist coordinator in developing strong and effective relationships with other agencies
* Assist in the promotion and improvement of Council’s Aged and Disability Services
* Provide information about Cumberland council Aged and Disability Services to a range of other non customer callers such as referring agencies and services to develop eefctive working relationships and key partners

**Administration**

* Timely and accurate completion of : reports, data collection forms and assist in submission preparation as required
* Strict adherence to relevant privacy legislation
* Ensure all incidents are recorded in VAULT incident reporting tool
* Maintain and lead a high standard of record keeping in regards to progress notes, goal plans, re assesments, data collection, risk reporting and other information systems relevant to the role
* Answer telephone and other enquires and action as necessary
* Carry out clerical duties as required (typing minutes, filing, mail etc)
* Attend relevant meetings (internal and external), planning sessions, training, seminars and conferences
* Participate in Community Development Team projects and activities

***Performance Planning***

* Complete accurate and timely reporting on a monthly, quarterly and yearly basis.
* Maintain transparent communication throughout the team and within the framework of line management requirements, including providing timely updates as issues arise
* Ensure that all requirements of funding bodies are actioned within required timeframes, including program monitoring and reporting
* Contribute to actions and targets in the Operational Plan each year.
* Ensure that work is undertaken within/according to established work plans.
* Assist in the efficient operation and work on joint initiatives to support the Aged and Disability Services Unit

**Other**

* Fill in for volunteers and other Aged & Disability staff when required
* Keep the Service Development Coordinator updated on the daily operation including reporting on any issues or problems
* Report on issues and make recommendations for improvement to the Service Development Coordinator
* Other Duties as directed by the Service Development Coordinator, Manager Aged and Disability Services and Director Community Development.

***Child Safe Organisation***

* Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

***Fraud and Corruption Prevention***

* Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council’s Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

**Work Health & Safety**

In accordance with councils WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

**ORGANISATION STRUCTURE**

**ABILITIES, QUALIFICATIONS, EXPERIENCE**

***Essential***

* + Qualifications in the Social Sciences, Community, Psychology or relevant qualification
  + Demonstrated relevant experience in the sector and understanding of the Aged Care Sector and National Disability Insurance Scheme
  + Demonstrated experience working with a diverse range of groups including culturally and linguistically diverse communities.
  + Demonstrated highly developed written and oral communication skills, including developing, formal correspondence, policies and procedural documents, promotional material and presentations.
  + Highly developed organisational skills, including excellent time management and ability to multitask and manage competing priorities under pressure.
  + High level administrative skills, including attention to detail, ability to maintain accurate records and advanced skills in Microsoft Office.
  + Current Class C Drivers Licence

***Desirable Criteria*:**

* Ability to speak a community language relevant to the Cumberland community or experience working with interpreters
* Current Senior First Aid Certificate

***Employment Screening Required***

* Qualifications verification
* Licence Check if driving Council vehicles
* Police Check

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| **Classification** | Grade 9 |
| **Job Function Group:** | Professional |
| **Reports to:** | Service Development Coordinator |
| **Staff Reporting Responsibilities:** | Nil |
| **Budget Responsibility:** | Nil |

Date:

Agreed:

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