

POSITION DESCRIPTION

Position Title:	HACC Access & Support Worker
Reports To:	Delahey Site Coordinator
Liaises with:	Western Community Housing & Support Manager, Care and Support Workers, Administration Staff, Clients and External Service Providers
Location:	5 Kayak Crescent, Delahey
Classification:	Wintringham EBA
Hours:	Fixed Term Part Time

Program Description:

Wintringham provides packages of ongoing care and support, including assisting with housing related matters to aging and premature ageing people living in the Community.

The Home and Community Care (HACC) program provides basic support and maintenance to people living at home to help avoid premature or inappropriate admission to long-term residential care.

The objectives of the HACC Access & Support Worker position are to:

- Support HACC eligible people access HACC and other services as required.
- Assisting people to access appropriate needs identification, assessment and care planning based on the person's expressed goals, wishes and needs.

Responsibilities/Duties:

- Use an active service model/strengths based/capacity building approach to needs identification, assessment, care planning and service provision that recognises and builds on the person's existing skills and resources.
- Ensure client confidentiality is maintained at all times.
- Participate in care reviews with Site Coordinator, & clients.
- Maintain accurate records of client's assessment, care plan and service provided.
- Develop an extensive knowledge of services/resources available within the community.
- Recognise the rights of clients to lifestyles of their choice and provide support to maintain their independence.
- Attend combined service meetings and staff training as required.
- Notify the Site Coordinator of any issues of concern or where you are unsure of your legal responsibility or safety issues.



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- Provide emotional support to clients.
- Observe and report change in client's mental status, behaviour or physical condition to Site Coordinator.
- Develop an awareness of health and safety issues and appropriate action to be taken in relation to the community environment.
- Assist clients to maintain and or improve their health and wellbeing.
- Advocate on client's behalf.
- Provide short term, episodic support to HACC eligible people needing to engage with HACC and other services at key stages of the care pathway, as reflected by the key elements of the service coordination framework (initial contact, initial needs identification, assessment and care planning).
- Provide information about the range of HACC and other services.
- Use strategies to empower HACC eligible people, and their carers, and build their confidence in relation to access and use of services.
- Work collaboratively with HACC funded services to facilitate improved client access and support.
- Promote better practice in HACC service delivery responses to meet the needs of clients.
- Perform other duties as directed by the Site Coordinator from time to time.
- You will be aware of relevant legislative standards and guidelines.
- To proactively assist with the maintenance of the quality management system and to accept responsibilities as defined in the relevant policies and procedures.
- To pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden professional understanding of own responsibilities.

Health & Safety Responsibilities:

As a Wintringham employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Qualifications:

Mandatory

- First Aid Certificate – Level 2



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- A relevant post-secondary qualification and experience relating to an area of health and/or community services practice – for example, Certificate IV in HACC/Aged Care, Welfare Studies, Case Management or Social Work.

Desirable

- Experience working in Aged Care

Skills/Experience:

Essential

- A commitment to social justice.
- Ability to work as part of a team.
- A non-judgemental approach.
- Knowledge of housing and support issues facing older homeless people whom may have a physical and/or mental disability.
- Ability to work and gain the co-operation of clients, service providers and staff.
- Ability to liaise, discuss and resolve issues relating to clients and service providers.
- Good communication skills both written and oral.
- An understanding of HACC, Health, Aged Care Assessment Services and other community services.
- Skills in assessing clients care, support, health and housing needs.
- Ability to advocate on behalf of clients for access to appropriate services.
- Ability to encourage and motivate older people.
- Ability to work autonomously, use initiative and be self motivated.
- Ability to work as part of a team.
- Experience in Microsoft Office.

Desirable

- Demonstrated experience in assessment and HACC Care planning
- Knowledge of issues associated with ageing.
- An understanding of issues associated with aged homelessness.

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.



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EMPLOYEE'S NAME _____

SIGNED _____ DATE _____

