

Position Description

Position Title	Assessment and Planning Officer
Position Number	30005724
Division	Community and Continuing Care
Department	Carer Support Services
Enterprise Agreement	Allied Health Professionals Single Interest Enterprise Agreement (2021-2026)
Classification Description	Community Development Worker
Classification Code	XV16 - ON14
Reports to	Team Leader Carer Support Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 5,000 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

The Community & Continuing Care Division

The Community and Continuing Care Division provides a broad range of high-quality, person-centred care programs and services to consumers in inpatient, outpatient, and community settings. Each service within the division is designed to ensure holistic care and improve the overall well-being of our patients and communities.

The Community Services team is dedicated to enhancing the health and wellbeing outcomes of the communities in the Loddon Mallee with six regional offices. This team includes: Aged Care Assessment undertaken on behalf of My Aged Care; Community Allied Health; Community Care; Carer Support and Community Nursing & Home Care.

The Continuing Care team delivers high-quality services across the Loddon Mallee region including: Dental Care; Chronic Disease Management; Outpatient Rehabilitation; Support for People Transitioning Home; Diabetes Management and Geriatric Management and Assessment.

The Allied Health team provides comprehensive, high-quality care across the continuum, including expert services in: audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, psychology, social work, speech pathology and allied health assistants who work with these disciplines.

The Geriatric Medicine Team includes Geriatricians, Rehabilitation physicians, Palliative care physicians, registrars and junior medical staff. The Team work across inpatients, outpatients and home settings.

In addition, the Community and Continuing Care Division holds the professional portfolio of Chief Allied Health Officer. The Chief Allied Health Officer and allied health discipline managers provide professional governance for all allied health across Bendigo Health.

The Carer Support Services Department

The Carer Support Services (CSS) team operates a regional service which supports carers of people who are frail aged, have dementia, a chronic or mental illness or a disability. Assessment and Planning Officers actively support unpaid carers in their role as primary carer, with information, emotional and practical support, respite and assistance to access generic services appropriate to their needs, in a manner which reinforces the rights, independence and dignity of those for whom they care.

Carer Support Services helps carers with support to remain in their caring role by assisting with respite, referrals and provision of information about community care, aged care, disability and other related services.

Carer Support Services offers assistance with:

- support to individual carers and carer support groups, from Mildura to Gisborne
- individual and emergency respite planning and planning for the future
- respite co-ordination
- residential respite information, planning and bookings
- someone to talk things over with
- advocacy support on carers' behalf
- referrals to other health and community services, including counselling services
- access to social and community activities and support.

Carer Support Services also offer a respite service to carers which allows them to take a break from their caring duties. It is intended to relieve the pressure of caring and provide carers with time to themselves. Someone else takes over the caring role for a short period of time and can take place in a carer's home, outside the home in a community setting such as a camp or planned activity group, or in a residential based facility or respite house. Respite can be planned and on a regular basis as required, or unplanned due to an emergency or crisis. It may be for a few hours, overnight, a weekend, or longer as in the case of residential respite.

The Position

Assessment and Planning Officers are responsible for undertaking assessments and developing goal directed care plans with carers with a view to achieving outcomes that will improve their quality of life, wellbeing and support their caring role. This could include facilitating carer's access to respite, assisting carers to navigate other service systems, provide information and emotional support or identifying appropriate brokered services. Assessment and Planning Officers may also provide facilitated coaching to individual carers.

This position will work within the Carer Gateway and the Support for Carers funded programs to deliver services across the Loddon Mallee, and is predominantly delivered via phone contact.

The role may also include community development and service enhancement activities, and may require occasional regional travel for direct client contact, network meetings and team meetings.

The position will be based in Bendigo

Responsibilities and Accountabilities

Key Responsibilities

- Undertake holistic assessments (via phone or telehealth) and develop goal-directed care plans to ensure individual, physical and emotional needs of carers are met
- Provide carers with assistance to navigate, coordinate and access other supports including planned respite and/or community access funded through other programs (e.g. My Aged Care/NDIS)
- Provide facilitated coaching to carers in line with the carer coaching service design and guidelines
- Use a reflective practice framework that assists carers in building self-development and self-care strategies with the aim to maintain wellbeing and resilience
- Collaborate with team members and provide secondary consultation and information to facilitate best outcomes for carers
- Participate in formal service networks with community service providers to ensure responsive and effective service provision for carers
- Maintain comprehensive and accurate case notes documented in a timely manner ensuring adherence to service standards and practices
- Contribute to policy and process development to ensure best practice approaches are implemented in supporting carers
- Participation in relevant Carer Support Services and Bendigo Health meetings
- Participation in regular clinical supervision with Team Leader
- Foster collaborative working relationships; demonstrating commitment to organisational values and code of conduct

Other duties

- Commitment to maintaining and enhancing professional knowledge and technical skills by keeping up to date with new development and relevant trends
- Undertake any reasonable additional tasks as directed by Bendigo Health
- Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations
- Practice compliance with professional registration, national code for health care workers and delegated scope of practice

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

Diversity – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Tertiary qualifications in either Disability, Social Work, Public Health, Welfare, Community Services, Community Development or equivalent
2. Understanding of and experience in holistic needs assessments, person centred goal planning, referrals and service coordination
3. Knowledge of the community care sector, including challenges faced by carers of people with a disability, chronic illness, mental health condition and the aged
4. Proficiency in the use of information and communication technologies
5. Excellent communication, negotiation, problem solving and interpersonal skills
6. Ability to work unsupervised and to prioritise tasks to meet deadlines and schedules as required
7. Demonstrated organisational skills, including time management and willingness to work to agreed processes

Desirable

8. Understanding of the brokerage model of service delivery and experience in managing brokerage budgets

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

Working with Children Check Bendigo Health has a responsibility to provide a child safe environment. This position is a defined "child-related role" at Bendigo Health. As such you must maintain a valid working with children check. In addition you will be required to assist Bendigo Health in providing a child safe environment by participating in any training or reporting required to ensure the protection of children in our care.

Drivers Licence A current Victorian driver's licence is required for this position.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.