

Intake and Assessment Officer

About Peppercorn Services

Peppercorn's vision is for a connected, healthy and inclusive Hawkesbury. We aim to reduce social isolation and maximise participation.

Our services are underpinned by our values of community, opportunity, responsive service, learning and leadership.

Since 2001 Peppercorn has provided services to a wide demographic of people across the Hawkesbury and surrounding areas. Our suite of services includes mobile preschools, family support, transport, community aged care and programs for community development.

Position Purpose

The Intake and Assessment Officer is a key role within our Community Care team and is responsible for conducting holistic assessments to eligible members of the community to support independent home living and community access.

This position is responsible for the intake, assessment and Support plan development of Community Care clients from My Aged Care, NDIS and Community Transport.

The position works closely with the Community Care team to ensure a high standard of customer service is achieved through the inclusive and holistic assessment of support needs.

As the Intake and Assessment Officer you will be the first point of contact for community members interacting with our services and it is expected that a positive and helpful response to each person is provided.

Recommended Classification

Social Community Home Care and Disability Services Award 2010 Grade 3

Organisational Relationships

Reports to	Community Care Manager
Direct Reports	Nil
Delegation	Coordinator

Collaboration and Communication

Key Contact	Relationship
Manager	Frequent consultation, advice and assistance
Other Staff	Advice and assistance as required
External Contacts	My Aged Care and Regional Assessment Service, primary health providers and community service providers, advocacy associations, case managers, local government personnel, local area coordinators, NDIS planners, plan managers, service users, carers, family members, authorised client representatives and other stakeholders.

Key Responsibilities and Accountabilities

Key Accountability Area	Specific Tasks, Responsibilities and Outcomes
Mission, Values and Behaviours	<ul style="list-style-type: none"> Actively promote the Mission, Vision, Values and Strategy of Peppercorn Services. Actively follow Peppercorn's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration and serious and substantial waste. Comply with Peppercorn Policies & Procedures. Undertake other duties as required.
Work Planning	<ul style="list-style-type: none"> Ensure that work is proactively planned, goal or outcome oriented, measured for success, and reported. Engage in regular reflection of work practice and relationships.

**Relationships and
Teamwork**

- Willingly ask for help, guidance or insight from other workers.
 - Actively develop relationships with peers, other employees and volunteers, and stakeholders.
 - Contribute to team meetings that are purposeful, collaborative and documented with clear objectives and outcomes.
 - Ensure all interactions within the community portray Peppercorn as a professional and caring provider of services.
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**Intake and
Assessment**

- Respond to enquiries and referrals from My Aged Care, external agencies and client direct. Complete intake procedures for client/carer in accordance with agreed policy, criteria and guidelines.
 - Conduct client assessments – in home, centre based; phone or other electronic means.
 - 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 Support 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.
 - Ensure Support plans are developed with an approach that respects the persons dignity of risk while balancing Peppercorn's duty of care.
 - Arrange, conduct and document Support plans involving clients' carers as requested by the client.
 - Ensure appropriate documentation is maintained in Peppercorn's client management system and portals as required to meet statutory requirements including statistical data for reporting purposes.
 - Engage the skills and expertise of accredited interpreters as required to ensure language barriers are reduced for service access.
 - Maintain strict client confidentiality and ensure the client's rights and responsibilities are respected.
 - Provide internal and external referrals to relevant services.
 - Conduct client reassessments annually, or as required based on the individual needs of the client.
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Continuous Quality Improvement	<ul style="list-style-type: none"> • Actively participate in the development, implementation and evaluation of quality improvement strategies to ensure that quality standards and service goals are met. • Identify ineffective and/or inefficient processes and recommend improvements. • Actively participate in the development and review of Peppercorn Policies & Procedures. • Ensure feedback, complaints, incidents and compliments are reported, responded to and reviewed in accordance with relevant policies and procedures.
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Compliance	<ul style="list-style-type: none"> • Ensure that referrals received are attended to within the timeframe specified by the relevant service level agreement and Peppercorn Policies & Procedures. • Comply with the requirements of Peppercorn Policies & Procedures. • Ensure that all monthly reporting deadlines are met.
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Professional Development	<ul style="list-style-type: none"> • Attend regular supervision and annual performance reviews with direct line supervisor. • Actively engage with professional development activities as approved or instructed by direct line supervisor. • Participate in mandatory training and undertake professional development opportunities when presented.
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Promotion and Stakeholder Engagement	<ul style="list-style-type: none"> • Build and support relationships with key stakeholders. • Ensure service promotion, information and referral support is consistent with Peppercorn's customer service standards. • Maintain information regarding Peppercorn's service availability, waitlist and service capacity accurately at all times.
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Work Health & Safety	<ul style="list-style-type: none"> • Participate in the development of a safe and healthy workplace. • Comply with instructions given for your own safety and health and that of others, in adhering to safe work procedures. • Cooperate with management in fulfilling legislative obligations. • Take reasonable care to ensure your own safety and health and that of others, and to exercise a duty of care to clients, the public and to other employees.

- Report any injury, hazard or illness immediately, where practical to your supervisor.
- Do not place others at risk by any act or failure to act.
- Do not willfully or recklessly interfere with safety equipment.
- Ensure personal adherence to WHS policies and procedures.

Key Selection Criteria

Essential

- Experience in community care assessment and support and / or demonstrated experience in developing Individual Care Plans in accordance with My Aged Care.
- Cert IV in Individual Support / Aged Care / Disability or other relevant qualification.
- Demonstrated ability to sensitively engage people seeking support and care services .
- Understanding of the barriers to service access experienced by culturally diverse and minority communities.
- Have a strong understanding of issues faced by the older person and carers.
- Excellent documentation skills and attention to detail
- Strong problem-solving skills.
- Ability to work independently and within a multi-disciplinary team.
- High level computer skills, data entry and word processing.
- Current NSW drivers licence and a vehicle with third party property insurance.
- A National Criminal History Check and Working with Children Check must be completed and cleared before employment may commence.

Desirable

- Experience with client management systems and databases
- An understanding of Risk Assessment.
- Geographical knowledge of the Hawkesbury, Nepean, and Blue Mountains LGAs.

Acknowledgement:

I accept the position description as stated above and understand that this position description forms part of my employment agreement.

I understand and accept that the position description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to the position description will be consistent with the purpose for which the position was established.

I understand and accept that this position description will be reviewed annually at the time of my performance review to ensure it accurately reflects the needs of the business.

I understand and accept that I may be required to perform duties and accept responsibilities from time to time that are not included in this position description to meet the operational needs of Peppercorn, subject to them being within my capacity, capability, expertise, skills and knowledge.

Print Name: _____

Signature: _____

Date: _____ / _____ / _____