

POSITION DESCRIPTION

Position Title:	INTAKE OFFICER (SERVICE DELIVERY)
Position Number:	AGE015
Classification:	BAND 5
EBA/Contract:	EBA
Responsible to:	COORDINATOR SERVICE DELIVERY AGED & DISABILITY
Service Area:	COMMUNITY SERVICES

Role and Summary Statement

The Intake Officer Service Delivery reports to the Coordinator Service Delivery Aged & Disability Services and is responsible for the management, prioritising and processing of all incoming referrals for Commonwealth Home Support Program (CHSP) and Home and Community Care Program (HACCPYP) services within Maroondah.

Tasks and Responsibilities

1. Provide first point of call for all enquiries and referrals for service, ensuring referrals into Maroondah CHSP and HACCPYP services are appropriate and eligible for services.
2. Using the Active Service Model approach, respond to customer requests for advice and information
3. Ensure all appropriate documentation is completed for facilitating and monitoring service provision for all referrals received.
4. Process all referrals and ensure computer files and associated data are current.
5. Ensure compliance with service standards and actively contribute to the development and implementation of the Active Service Model within the Aged and Disability Services Team.
6. Maintain effective customer feedback mechanisms and ensure each service user has access to fair and equitable procedures for dealing with and resolving complaints and disputes
7. Provide administration support to the Aged and Disability Services and as directed by a leadership team member, undertake the role of the Intake Officer Assessment.
8. Assist in the preparation of reports for the Aged and Disability Services leadership team and, where appropriate, identify procedural options and search for solutions to new problems and issues.
9. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
10. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
11. Actively support and promote Equal Opportunity within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, Charter of Human Rights and Responsibilities Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Fair Work Australia Act 2009, Local Government Act 1989, and Council policies.
12. Observe the application of Council's Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).

Organisational Relationships

Internal Relationships Management and Employees.

External Relationships Residents, Families, Community Agencies/Groups, Calvary Community Care, Service providers

Qualifications & Experience

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

Qualifications

Essential

- Diploma in Aged and Disability Services or equivalent qualification.

Experience

Essential

- Experience in a similar role within the Community Services sector including knowledge and understanding of the CHSP and HACCPYP and the Active Service Model philosophy.
- Understanding of, and sensitivity to, the support needs of older people, people with disability and their carers, including the needs of people from culturally and linguistically diverse backgrounds.
- Highly developed administrative and customer service skills with the ability to effectively engage and empower services seekers through phone conversation.
- Proficiency with computers and using Microsoft Applications, My Aged Care, S2S and Xpedite.

Other Certificates, Checks and Licences

- Police Check and Drivers Licence.

INTER-PERSONAL SKILLS:

Written Communication

Literacy at a level commensurate with understanding detailed written material, usually of a specialised nature, such as ability to read, analyse, and interpret general business periodicals, technical procedures, or straightforward government regulations; or produce non-routine correspondence, or information documents that present facts but do not give opinions or analysis; ability to respond to general enquiries or complaints from clients, regulatory agencies, suppliers, creditors, debtors, members of the business community or general public.

Speaking and Listening Skills

Requires ability to gain co-operation from others to achieve a specific immediate outcome. Able to reflect empathy with others, be aware of body language, and to gauge emotions.

SPECIALIST SKILLS AND KNOWLEDGE:

Numeracy

Requires numeracy to a level where; more complicated computations can be made (eg calculation of percentages, discounts, mark-ups, proportions, area, circumference, volume), where basic algebra and geometry concepts can be applied, or where substantial amounts of cash are handled, or interpretation of numbers such as averages can be made, or simple charts, graphs or tables can be drawn or interpreted.

Computer Skills

Perform advanced word processing functions, or set up and use straightforward spreadsheets or simple databases or similar level software, or produce desktop published material, or search specialised databases for information.

Care

The position requires that compassion be expressed towards, or comfort be provided to, a person or other living thing on a personal basis.

Application of the Law and Legislative Procedure

References procedural legislation to guide work practice. Interpretation of the legislation is readily available through precedent or provided by others.

MANAGEMENT SKILLS:

Research, Analysis and Information Management Skills

Collating and organising information from diverse sources, with possibly only limited analysis of the information, for example to construct tables or charts of the data or to calculate other simple descriptive statistics. Here information would be extracted from sources such as documents, computer files, online searches, archives, or through structured interviews. The data thus collected would be logically organised in preparation for possibly more advanced analysis by others.

Financial Resources Management Skill

Does not require a knowledge of financial resource management, or of setting or managing budgets.

Human Resources Management Skill

Requires familiarity with and the ability to apply human resource policies, including for example conditions of employment and occupational health and safety. May provide on-the-job training, guidance and advice based on practical experience.

JUDGEMENT AND DECISION MAKING:

Problem Solving

Semi-routine situations involving limited choice between established routines and precedents, i.e. looking to experience to provide the answer. The jobholder must identify, with modification as appropriate, a solution from among a range of similar, previously established options.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

Functional Breadth

Non-supervisory role.

Proficiency

In vocational, trade, or professional jobs, and in non-vocational supervisory jobs, works independently on tasks of standard difficulty for the role.

Accountability for Capital Assets

The position may not have accountability for the use or maintenance of organisation assets, and where the position does the assets are of minimal importance in the overall context of the organisation.

Accountability for Client Service

The position is responsible for providing intermediate level services to external clients.

Impact

Limited impact.

Agreement: I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

Prepared by:	<i>Human Resources</i>	Authorised By:	<i>Corporate Management Team</i>
Date Reviewed:	<i>19.01.2017</i>		

SELECTION CRITERIA

Criteria 1.

Diploma in Aged and Disability Services or equivalent qualification. Current Police Check and Drivers Licence.

Criteria 2.

Experience in a similar role within the Community Services sector with a knowledge and understanding of the CHSP and HACCPYP and the Active Service Model philosophy.

Criteria 3.

Understanding of, and sensitivity to, the support needs of older people, people with disability and their carers, including the needs of people from culturally and linguistically diverse backgrounds.

Criteria 4.

Highly developed administrative and customer service skills with the ability to effectively engage and empower services seekers through phone conversation.

Criteria 5.

Proficiency with computers and using Microsoft Applications, My Aged Care, S2S and Xpedite.

NOTE:

Candidates are required to address each of the Selection Criteria in their applications.

PERSONAL CAPABILITY REQUIREMENTS

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				✓
Sitting – vehicle		✓		
Operating Telephone / Computer				✓
Writing / Reading				✓
Manual Handling				
Bending / Twisting Spine		✓		
Working with one or both hands above shoulder height	✓			
Lifting (5kg or under p/item)		✓		
Lifting (5kg or over p/item)	✓			
Requiring low/light application of force		✓		
Requiring medium to high application of force	✓			
Lifting/holding/restraining children	✓			
Exerting force in an awkward posture	✓			
Holding & supporting equipment	✓			
Agility				
Squatting / Kneeling	✓			
Looking up / Looking down			✓	
Reaching forwards or sideways			✓	
Gripping or grabbing equipment and/or equipment	✓			
Mobility				
Walking / standing- briefly				✓
Walking / standing- extended			✓	
Walking on uneven ground		✓		
Climb steps/stairs		✓		
Climb ladder	✓			
Driving – passenger vehicle			✓	
Driving – light commercial (regular drivers licence)	✓			
Driving – bus (endorsed licence)	✓			
Driving – machinery/heavy commercial	✓			
Sensory				
Hearing – face to face / telephone conversations				✓
Hearing – working with loud machinery	✓			
Visual – read printed material, signage				✓
Visual – computer screen, electronic signs				✓
Visual – driving				✓
Visual – watching with vigilance (e.g. SXS, Lifeguard)	✓			
Emotional				
Dealing with complex customers / residents				✓
Supporting dependent persons				✓
Dealing with conflict				✓
Managing complex personal situations				✓
Providing empathy				✓
Environmental				
Outdoor – exposed to elements, plant & equipment	✓			
Confined spaces	✓			
Working alone	✓			
Working at heights (greater than 2m)	✓			
Exposure to extensive dust	✓			
Pollen (or other allergens)	✓			
Exposure to polluted odours and/or chemicals	✓			
Personal waste	✓			

Note: This template is a guide only and does not represent an exhaustive account of all job factors for Maroondah City Council; however it forms a basis to guide staff and medical professionals as to the personal capabilities that must be sustained.

Office Use - Pre employment Medical Checks

	If 1 or more selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended
	If selected – Consideration to issue PDA (personal duress alarm)

Our Workplace Values



Co-operation

Working together and sharing knowledge to achieve common goals and agreed outcomes.

We encourage people to:

INVOLVE OTHERS

Work with others in decision-making and the development of goals and plans.

ACHIEVE

Understand the different roles across the organisation and fully utilise skills and experience of others to help achieve goals and outcomes.

ORGANISATIONAL GOALS

Recognise strengths and demonstrate appreciation of team members.

SUPPORT COLLEAGUES

Respect individual differences and opinions and acknowledge the effort and achievement of colleagues.

VALUE PEOPLE

BUILD RELATIONSHIPS

Develop a wide range of alliances and a comprehensive knowledge of the organisation and its services.

BE ACTIVE TEAM

Be accountable and acknowledge and support those who demonstrate leadership.

MEMBERS

Commitment

Leading by example to achieve the best result for the organisation and the community.

We encourage people to:

BUILD TRUST

Act with openness, honesty, and integrity.

SEE THINGS THROUGH

Be accountable and proactive with tasks and work through any associated issues to see tasks through to completion.

DEVELOP SKILLS

Actively seek feedback and opportunities to improve skills.

TAKE INITIATIVE

Anticipate the requirements and needs of others and take action outside of routine responsibilities.

SEEK RESPONSIBILITY

Take on responsibilities that will broaden experience and add to the effectiveness of the team.

Communication

Sharing information and ideas at all levels, the Council and the community.

We encourage people to:

LISTEN TO OTHERS

Actively listen and demonstrate empathy for others' underlying concerns, interests and/or emotions.

DEMONSTRATE RESPECT FOR ALL

Respect others' opinions and views.

ACT WITH HONESTY AND INTEGRITY

Communicate openly and honestly and act with integrity.

COMMUNICATE CLEARLY AND EFFECTIVELY

Use and demonstrate respect for communication styles and mediums that best suit the receiver, issue and situation. Ensure the information communicated is understood by the receiver.

KEEP OTHERS INFORMED

Willingly share information and keep the community and colleagues well informed.

USE INFORMATION

Respect confidentiality and the sensitivity of some forms of information, and protect the accuracy of data.

ETHICALLY

Continuous Improvement and Innovation

Consistently finding better ways of delivering service and value

We encourage people to:

UNDERSTAND NEEDS

Seek to clearly understand the requirements of those to whom we provide service.

SOLVE PROBLEMS

Raise problems openly, consult with others and generate alternative options.

CONSIDER

Take inspiration from internal and external influences to form new ideas, approaches, better processes and practices.

ALTERNATIVES

Demonstrate flexibility and a willingness to embrace change.

EMBRACE BETTER WAYS

Continually measure and assess the performance of the activities in which we are involved, review processes and provide honest and constructive feedback.

EVALUATE

PERFORMANCE

ENCOURAGE INNOVATION

Think outside the square to explore new ideas and opportunities.

STRIVE FOR EXCELLENCE

Seek to lead the way.

SHARE IDEAS WITH

Promote and communicate ideas.

OTHERS

Maroondah City Council – Core Competencies

Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>	<p>Cooperation</p> <p>The ability to work harmoniously with others to achieve common goals and agreed outcomes. Value work relationships. Share critical information and knowledge and seek opinions before making decisions. Respond positively to instructions and procedures. Work effectively on projects that cross functional lines.</p>
<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>	<p>Commitment</p> <p>The ability to lead by example to achieve the best result for the organisation and the community. Take pride in work; evaluate work results for effectiveness and look for opportunities to improve work practices to achieve excellence.</p>
<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>	<p>Communication</p> <p>The ability to share information and ideas at all levels, the Council and the community. Effectively transfer ideas, concepts and information, speak clearly and persuasively in positive or negative situations and listen and seek clarification.</p>
<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>	<p>Continuous Improvement and Innovation</p> <p>The ability to find better ways of delivering service and value. Challenge conventional practices; adapt established methods for new uses; pursue ongoing improvement activities and create novel solutions to problems.</p>

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Employee Level Core Competencies	Supervisor / Coordinator / Leading Hand Level Core Competencies	Team Leader Level Core Competencies	Manager Level Core Competencies	Director Level Core Competencies	CEO Level Core Competencies
<p>Customer Service Skills</p> <p>The ability to build and maintain customer satisfaction with the products and services offered by the organisation. A desire to help or serve others in accordance with customer service processes and standards.</p>	<p>Customer Focus and Quality</p> <p>The ability to focus the team on the delivery of high quality and innovative services to internal and external clients. Resolve difficult or complicated challenges.</p>	<p>Customer Service Management</p> <p>The ability to plan and direct customer service activities that meet customer needs and support organisational operations. Work with stakeholders to deliver improved customer services and to resolve complex complaints.</p>	<p>Stakeholder Engagement and Management</p> <p>The ability to identify, collaborate and negotiate with stakeholders of diverse interests to achieve successful outcomes.</p>	<p>Agility and Critical Thinking</p> <p>The ability to deal with ambiguity and change, to lead and foster innovation and creativity. Make and implement decisions quickly to generate successful outcomes.</p>	<p>Conduct and Governance</p> <p>The ability to provide direction and effectively monitor, control and take accountability for the activities of the organisation and its people.</p>
<p>People and Teamwork Skills</p> <p>The ability to adapt to and work cooperatively in partnership with others in a variety of situations</p>	<p>People Management / Development</p> <p>The ability to inspire, coach, empower, develop and motivate people and take corrective action when required.</p>	<p>Leadership and Coaching</p> <p>The ability to effectively lead, manage and develop the team in achievement of team and organisational goals. Recruit and retain the right people with the right skills and enable co-workers to grow and succeed through feedback, instruction and encouragement.</p>	<p>Innovation Leadership</p> <p>The ability to promote a culture that supports and encourages improvement and rewards successful innovative outcomes.</p>	<p>Change Leadership</p> <p>The ability to manage complex change including understanding cultural dynamics and developing practical strategies to support the change team to achieve the best outcomes for the organisation.</p>	<p>Transformational Leadership</p> <p>The ability to build, motivate and collaborate with people at different levels of an organisation to accomplish change for the better. Set goals and incentives to push people to higher performance levels, while providing opportunities for personal and professional growth.</p>
<p>Personal Planning and Effectiveness</p> <p>The ability to plan, prioritise manage and accept responsibility for own work outcomes. Communicate effectively with stakeholders.</p>	<p>Team Planning and Work Organisation</p> <p>The ability to plan and manage work assignments, assign responsibilities, set expectations, align performance goals with organisational goals, manage conflict and monitor delegated activities.</p>	<p>Team Planning, Performance and Process Improvement</p> <p>The ability to create, execute and monitor team plans. Set ambitious goals and high standards for the team and work towards improving work processes.</p>	<p>Service Delivery Planning and Execution</p> <p>The ability to devise plans to maintain and build organisational sustainability through strategic and organisational innovation. Apply relevant legislative and risk management and mitigation strategies into work activities.</p>	<p>Strategic Thinking, Planning and Foresight</p> <p>The ability to visualise the big picture, align priorities with broader goals, monitor and measure outcomes and use feedback to produce or alter plans and actions of the organisation.</p>	<p>Community Focus and Service Delivery</p> <p>The ability to direct the growth and innovation of service delivery across the organisation and broader Local Government. Deliver more connected services to provide better outcomes for the community.</p>
<p>Self Management and Personal Development Skills</p> <p>The ability to adapt to new situations by applying skills in different areas, or by acquiring new skills. Display an ongoing commitment to learning and self-improvement.</p>	<p>Emotional Intelligence</p> <p>The ability to evaluate emotions and restrain negative actions under conditions of stress to achieve goals. Empathise and negotiate with others whilst exercising tact and diplomacy.</p>	<p>Relationship Building and Stakeholder Management</p> <p>The ability to build and maintain positive and productive relationships with internal and external stakeholders to achieve mutually beneficial outcomes. Engage stakeholders, manage expectations, address concerns and resolves issues.</p>	<p>Organisational/ Environmental Awareness / Systems Thinking</p> <p>The ability to scan the internal and external environment for information about the present and future. Apply simple thinking techniques for gaining systemic insights into complex situations and problems. Manage organisational assets to increase organisational performance.</p>	<p>Political Acumen and Strategic Influencing</p> <p>The ability to understand the socio-cultural, historical, political, and economic context within which the organisation operates. Integrate an understanding of the organisational direction with an awareness of the political climate to solve problems and accomplish goals.</p>	<p>Positioning and Partnerships</p> <p>The ability to manage partnerships and to be creative and participative in harmonising different interests, expectations, and needs among networks. Use a variety of coaching methodologies to understand the perspectives of others and to create opportunities for success.</p>

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