

## Position Description

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<b>Position:</b>	Home Based Services Coordinator and Intake Officer
<b>Department:</b>	Home Based Services
<b>Location:</b>	Omeo, Victoria
<b>Reports to:</b>	Home Based Services Manager
<b>Enterprise Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
<b>Classification:</b>	To be determined in accordance with the Enterprise Agreement

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### The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a broad range of health and support services to our local communities. These include urgent care, acute care, transition care, residential aged care, primary care, home-based care, and community-based/district nursing.

Located in the East Gippsland High Country, ODH serves the Omeo and District region as the gateway to Victoria's spectacular Alpine region. The area is surrounded by national parks, mountains, rivers, and lakes, offering year-round outdoor recreation. Omeo is home to the newly opened Omeo Mountain Bike Park and is situated just 55 kilometres from Hotham Alpine Resort.

Consistent with our purpose, we aim to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services.
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence.
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and,
- Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

- C** Compassion
- A** Accountability
- R** Respect
- E** Excellence

Our people are at the heart of our organisation – regardless of role. Every day, they make a meaningful difference in the lives of our consumers and their families, reflecting our deep commitment to care and community.

ODH believes that diversity, equity, and inclusion (DEI) are essential to building a thriving workplace and a stronger, more connected community. We are committed to fostering a culture where everyone – regardless of background, identity, or experience – is valued, respected, and empowered to contribute their best.

## Department

Home-based services support community members with assessed needs to remain living independently in their own homes.

These services provide short-term support following surgery or hospital admission, as well as ongoing assistance for older people, people with disabilities, and their carers. Some of these services include domestic assistance, personal care, respite care, community transport, home maintenance, meals on wheels.

These services are provided in a flexible, coordinated and timely manner, across the diverse rural and remote communities of the Omeo region. The program is funded from a variety of sources including Commonwealth and State government and Not for Profit organisations.

## Position Summary

The Administration & Intake Coordinator plays a key role in supporting the delivery of high-quality aged care and community services. The position is responsible for client intake, service coordination, administrative support, and compliance activities across HACC PYP, CHSP, and My Aged Care programs. The role works collaboratively with clients, families, internal staff, and external providers to ensure person-centred service delivery that meets organisational and accreditation standards.

## Key Responsibilities

### Client Intake & Coordination

- Onboard new clients and develop care plans in line with My Aged Care (MAC) assessments.
- Triage incoming referrals and service requests, assigning priority of access as required.
- Conduct assessments and coordinate support services for HACC PYP and CHSP clients.
- Provide face-to-face support in developing, reviewing, and implementing person-centred care plans.
- Monitor service delivery to ensure quality outcomes, client safety, and progression toward client goals.
- Assist clients and stakeholders with My Aged Care referral processes and service navigation.
- Liaise with internal teams, service providers, contractors, clients, and families to support coordinated service delivery.

### Administration & Systems Support

- Enter, update, and maintain accurate client records in Sandwai and other client management systems.
- Provide telephone support, intake assistance, and general administrative support.
- Assist with contractor agreements and HBS administration functions.
- Support reporting requirements across HACC, CHSP, and DEX programs.
- Provide leave coverage for Administration and Support at Home Care Partner roles as required.

### Compliance & Quality

- Support accreditation compliance activities and quality assurance processes.
- Assist with policy and procedure reviews, updates, and ongoing implementation.

- Maintain confidentiality and ensure compliance with organisational policies, legislative requirements, and industry standards.
- Contribute to continuous improvement initiatives and organisational best practice.

## Key Selection Criteria

### Technical & Professional Expertise

- Demonstrated experience in administration, intake, or care coordination within the aged care, health, or community services sector.
- Knowledge and understanding of My Aged Care, HACC PYP, CHSP, referral pathways, and person-centred care practices.
- Proven ability to triage referrals, coordinate services, and manage competing priorities in a fast-paced environment
- Experience maintaining accurate client records, data entry, reporting, and compliance documentation using client management systems such as Sandwai and Microsoft Office applications.
- Ability to work independently and collaboratively as part of a multidisciplinary team.
- Understanding of accreditation standards, quality assurance processes, and policy and procedure compliance within community or aged care settings.

### Communication & Collaboration

- Strong interpersonal and communication skills, with the ability to build effective relationships with clients, families, service providers, and internal stakeholders.
- Demonstrated ability to develop, review, and implement person-centred care plans while supporting client goals and wellbeing.
- High level organisational skills, attention to detail, and ability to always maintain confidentiality and professionalism.

### Essential Qualifications & Experience

- Client intake, onboarding, and service coordination within aged care, disability, health, or community services.
- Working with My Aged Care, HACC PYP, CHSP, and related community support programs.
- Conducting client assessments and developing person-centred care plans.
- Triage and management of referrals, intake enquiries, and priority access processes.
- Administrative support, data entry, and maintenance of confidential client records using client management systems such as Sandwai.
- Supporting compliance, accreditation, policy, and procedure requirements within regulated care environments.

### Desirable Qualifications & Experience

- Qualification in Aged care, Disability, Community services or Nursing
- Experience in a healthcare, aged care, or NDIS-regulated environment.

## Employment Conditions and Compliance Requirements

This position is conditional upon and subject to:

- Valid Australian work rights.
- Satisfactory National Police Check, Working with Children Check, and NDIS Worker Screening.

- Compliance with Victorian Department of Health immunisation requirements for public sector health employees, including annual influenza vaccination.
- Provision and ongoing maintenance of documented evidence of immunity or serology in accordance with ODH Infection Prevention and Control policies and applicable health guidelines, including (but not limited to) Hepatitis B, Measles, Mumps, Rubella, Varicella, and influenza.
- Annual completion of mandatory training requirements.
- Capacity to safely perform the inherent requirements of the role, including physical and psychological requirements.
- Provision of accurate and current information regarding qualifications, professional training, registrations, and licences relevant to the role.
- Holding and maintaining a valid driver's licence where required for the role, with an obligation to notify the Employer of any suspension, cancellation, or relevant driving offence.
- Ongoing satisfactory work performance.
- Any other lawful requirements necessary to meet the operational needs of the Employer.

### **Work Health & Safety, Privacy and Professional Conduct**

The Audit & Compliance Officer is required to perform their duties in accordance with all applicable organisational policies, legislative requirements, and professional standards, and to act in a manner consistent with ODH's values and Code of Conduct.

#### **Work Health & Safety**

- Comply with ODH's Work Health & Safety (WHS) policies, procedures, and safe work practices.
- Take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Identify, report, and where appropriate escalate hazards, incidents, and risks in accordance with organisational requirements.
- Contribute to a positive safety culture by promoting safe work practices and participating in WHS initiatives, training, and incident reviews as required.

#### **Privacy, Dignity and Confidentiality**

- Uphold the privacy, dignity, and confidentiality of all patients, residents, clients, staff, and stakeholders.
- Comply with applicable privacy legislation, information security requirements, and ODH's policies relating to the handling, storage, and disclosure of information.
- Ensure sensitive and confidential information is accessed, used, and shared only for legitimate business purposes and in accordance with approved systems and processes.

#### **Professional Conduct**

- Act in accordance with ODH's Code of Conduct, organisational values, and ethical standards.
- Maintain professional, respectful, and appropriate behaviour in all interactions with colleagues, consumers, external stakeholders, and regulators.
- Avoid conflicts of interest and declare any actual, potential, or perceived conflicts in accordance with organisational policy.
- Perform all duties with integrity, accountability, and impartiality, supporting a culture of trust, transparency, and continuous improvement.

## Job Analysis: Identification and Physical and Psychosocial Hazards

While this role is primarily office-based and involves administrative and coordination responsibilities, it also includes exposure to a range of physical and psychosocial hazards common to professional roles within a healthcare environment.

The following identifies potential hazards associated with the role and outlines the general risk profile, to support appropriate workplace controls and safe work practices.

### Physical Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
<b>Manual Handling</b>	Moving files, documents, records, and setting up meeting materials.	Minor musculoskeletal strain, repetitive motion injuries.	Ergonomic workspace setup, safe manual handling techniques, use of trolleys or assistance where required.
<b>Prolonged Sitting &amp; Screen Use</b>	Extended computer work, data entry, reporting, virtual meetings.	Eye strain, neck and back discomfort, musculoskeletal issues.	Ergonomic workstation, regular screen breaks, adjustable chairs and desks.
<b>Workplace Ergonomics</b>	Desk, chair, screen height, lighting.	Postural discomfort, headaches.	Ergonomic assessments, appropriate workstation adjustments.
<b>Travel &amp; Offsite Meetings</b>	Driving/travel to client visits or meetings	Motor vehicle accidents, fatigue	Safe driving practices, adherence to travel policies and fatigue management policies, scheduling breaks.
<b>Slips, Trips &amp; Falls</b>	Moving through office areas, in office or client environments	Minor injury from falls.	Appropriate footwear, hazard awareness, prompt reporting of hazards.
<b>Infection Exposure</b>	Occasional presence in clinical or aged care environments during audits or meetings.	Illness, exposure to infectious agents.	Compliance with infection prevention policies, vaccination requirements, hand hygiene, PPE where required.
<b>Home visit environments</b>	Client home visit	Uncontrolled hazards such as pets, smoke, clutter, unsafe access	Risk assessments prior to visits and adherence to lone worker procedures

### Psychosocial Hazards Analysis

Hazard Type	Examples in Role	Potential Risks	Control Measures
<b>Workload &amp; Time Pressures</b>	Managing client intake, onboarding, service coordination and triage	Work-related stress, fatigue.	Work planning, prioritisation, regular supervision, workload monitoring.
<b>Role Clarity &amp; Expectations</b>	Managing triage process and service lists	Uncertainty, inefficiency.	Clear role description, regular supervision,

Hazard Type	Examples in Role	Potential Risks	Control Measures
			documented priorities and work plans.
<b>Exposure to distressed or vulnerable clients</b>	Connection with Vulnerable clients	Emotional stress, compassion fatigue.	Employee support, debriefing, training, EAP access
<b>Challenging client or family interactions</b>	Connection with Vulnerable clients and carers	Psychological distress, conflict	Conflict resolution training, clear escalation processes
<b>Exposure to Sensitive Information</b>	Reviewing incidents, audit findings, non-compliance, or adverse outcomes.	Emotional burden and confidentiality pressures.	Privacy training and professional boundaries
<b>Working independently or in isolation during visits</b>	Client home visit	Anxiety or reduced support	Lone worker procedures, communication protocols
<b>Covering multiple roles during staff leave</b>	Managing dual inbox and programs	Increased workload and fatigue	Team support, workload planning, regular check-ins
<b>Organisational Change</b>	Changes to standards, legislation, or organisational priorities.	Uncertainty, disengagement.	Transparent communication, change support, supervision.

## Performance Evaluation and Review

Performance will be reviewed at three months, six months (end of probation), and annually thereafter. Performance reviews provide an opportunity to assess achievements, identify development needs, and ensure alignment with organisational goals, values, and compliance requirements.

## Client Service & Care Coordination

- Timely triage and management of referrals and intake requests.
- Accurate onboarding of clients and completion of care plans aligned with My Aged Care assessments.
- Effective coordination and monitoring of HACC PYP and CHSP services.
- Positive client and stakeholder feedback.

## Administration & Documentation

- Accurate and timely data entry and maintenance of client records in Sandwai.
- Completion of reporting requirements within required timeframes.
- Maintenance of confidentiality and recordkeeping standards.

## Compliance & Quality

- Adherence to organisational policies, procedures, and accreditation standards.
- Contribution to policy and procedure reviews and continuous improvement activities.
- Compliance with WHS, privacy, and infection control requirements.

### Communication & Teamwork

- Effective communication with clients, families, contractors, and service providers.
- Positive contribution to team collaboration and workplace culture.
- Reliability in providing support and leave coverage across roles.

### Professional Development

- Participation in required training and professional development activities.
- Demonstrated commitment to continuous learning and improvement.
- Ability to apply feedback and implement changes in practice.
- 100% completion of and compliance with mandatory education / training as outlined in ODH's Mandatory Training Policy & Procedure.

### Acknowledgement

I, ....., acknowledge that I have read and understood this Position Description and agree to perform the duties and responsibilities outlined, in accordance with all requirements of Omeo District Health's policies and procedures.

Signature: \_\_\_\_\_

Date: ...../...../.....