

## POSITION DESCRIPTION

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<b>Position:</b>	<b>HOME BASED SERVICES MANAGER</b>
<b>Department:</b>	Home Based Services
<b>Reports to:</b>	Chief Executive Officer
<b>Time Fraction:</b>	minimum 64hrs per fortnight
<b>Award:</b>	<b>Victorian Public Health Sector (Health and Allied Services, Managers &amp; Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</b>
<b>Classification:</b>	<b>Grade 5, Level 1-HS5</b>

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### ***The Organisation***

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to our local communities including Urgent care, Acute care, Transition care, Residential Aged care, Primary care and home-based care.

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, mountains, rivers and lakes.

Consistent with our mission, 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:

- W Wellbeing**
- E Empathy**
  
- C Creativity**
- A Accountability**
- R Resourcefulness**
- E Excellence**

Our people are at the heart of our organisation - no matter the role. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

### ***Department***

Home Based services department is responsible for assisting older people, people with disabilities and their carers to remain living independently at home. 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.

## **Role**

### Position Summary

This Home-Based Services Manager undertakes a wide range of diverse managerial and administrative functions including managing the day-to-day operation of the program and coordinating service provision to both consumers and brokerage agencies. It also leads a team of passionate and caring staff to deliver high quality, timely and customer focused services.

The role requires a responsible person with a professional attitude, high level of motivation, flexibility and willingness to provide excellent service with minimal executive supervision.

### Key Responsibilities

#### **Service delivery:**

- Provide overall coordination of Omeo District Home Based Services Programs including Commonwealth Home Support Program, Home and Community Care Program, National Disability Insurance Service (ODH is an unregistered NDIS service) and Brokered Support Programs. Includes monitoring of program activity targets and the development and management of the program budget.
- Provide a range of client service provision tasks including: intake, brief service specific assessment, reviews and care planning, refer on to internal and external services as appropriate, negotiate care packages with brokerage agencies, respond to inquiries
- With the assistance of Home-Based Service administrative staff, coordinate Home Based Service office administration tasks including completion of Minimum Data Set reporting, updating client statistical records weekly, updating client documentation as needed, maintain information resources, maintain administrative information relating to brokerage services, maintain accurate service records and forwarding of relevant invoicing information to the ODH finance officer.
- Represent ODH Home Based Services at a range of Department of Health and Human Services and other organisation forums. Attend local and regional meetings relevant to the role. Fulfil the reporting and accountability requirements of funding bodies as outlined in specific agreements.

#### **Staff management:**

- Provide supervision of Direct Care workers, Planned Activity Group/Social Support Group workers, Home Based Service administrative workers and volunteer driving staff including: creating and updating rosters, replacement, backfill and recruitment.
- Orientation of staff, conducting annual performance appraisals, supervising staff training needs.
- Employ sound planning processes to ensure workforce sustainability, including ensuring that succession planning and coverage for planned and unplanned leave is in place.

#### **Financial Management:**

- Utilise a range of software reporting capabilities (including Excel) to undertake monitoring and reporting of key metrics and financial performance
- Assist in the expansion of services to allow ODH to operate as an age Care Package Provider

#### **Quality and Safety:**

- Carry out a range of quality related duties: maintain a knowledge of relevant guidelines, legislation and accountability processes applicable to a range of different funding sources,
- Administer annual client satisfaction surveys,
- Attend ODH quality meetings as appropriate, carry out policy and procedure development and review, actively participate in the accreditation processes,

- Respond to identified risks and incidents using the 'Riskman' framework.

### **Planning and organising**

- Contribute to the corporate functions of the organisation as part of the Leadership and Management Team under the direction of the Chief Executive Officer
- Sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required
- Identifies processes, tasks and resources required to achieve a goal
- Establishes systems and procedures to guide work and track progress
- Recognises barriers and finds effective ways to deal with them
- Has excellent attention to detail

### **Legislation, Regulations and Standards**

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

### **Privacy, Dignity & Confidentiality**

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

### **Workplace culture**

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

### **Occupational Health and Safety**

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

### **Infection Control**

- Promotes optimal infection control practices, appreciating the importance of Hand Hygiene as the single most important factor in reducing the risk of spreading infection.

### **Professional Development**

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

### Key Selection Criteria

Selection assessment will be based on demonstrated expertise, performance and other attributes and qualifications relevant to the role.

#### 1. Leadership

- Evidence of leading and coordinating activities in a complex environment.
- Demonstrated ability to lead and prioritising workload to meet deadlines.
- Excellent time management and high level of attention to detail.

2. Technical expertise
  - Health and community service fields with an understanding of the broad range of issues relating to older person and people with disabilities.
  - A demonstrated high level of computer skills and digital literacy
3. Communication
  - Excellent written and verbal communication
  - Evidence of optimal communication skills supporting effective interaction with management, staff, other health agencies, professionals and customers and the wider community
  - Demonstrated ability to work with confidential and sensitive information and issues concerning confidentiality
  - Ensure optimal sharing and handover of information to support business continuity and positive client outcomes
4. Teamwork
  - Demonstrate commitment to co-operation and a team approach and exhibiting a positive personal contribution to the practice and ODH culture
  - Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide executive support and promote efficient and effective service provision.
  - Ability to work in a multidisciplinary team in an organisational environment of rapid change.
  - Ability to work flexibility and with minimal supervision
5. Continuous improvement
  - Demonstrate a commitment to the delivery of safe and high-quality services.
  - Demonstrate expertise or understanding of how to incorporate continuous quality improvement in all aspects of the role and in accordance with ODH policies.
  - Experience in reporting, reviewing and reporting of incidents or hazards and taking proactive action to improve / prevent re-occurrence
  - Be able to identify risks and follow the Omeo District Health Risk Management Policy and procedure.
  - Have, or participate in, processes to monitor and evaluate the performance of the services provided

#### **Essential**

- Relevant tertiary qualifications or experience in Business, Administration or Health.
- Valid Victorian Driver licence.
- Current National Police, NDIS workers screening and working with children checks.

#### **Desirable**

- Experience with health industry specific computer programs

**Risk Assessment / Job Analysis**

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

<b>Aspects of Normal Workplace</b>	<b>Frequency</b>
<u>Work Environment</u> <ul style="list-style-type: none"> <li>• Manage demanding and changing workloads and competing priorities.</li> <li>• Work a fixed roster with the possibility of extended hours.</li> <li>• Sitting at the computer or in meetings for extended periods of time.</li> <li>• Work in a team environment and at times independently.</li> <li>• Work in locations geographically separated from the main facility.</li> </ul>	Continual Continual Continual Continual Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> <li>• Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time</li> <li>• Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc</li> <li>• Undertake manual handling activities (e.g., sit/stand desks, lifting, pulling, pushing, transferring, twisting) on a daily basis.</li> </ul>	Continual  Continual  Occasionally
<u>Work relationships</u> <ul style="list-style-type: none"> <li>• Work within a team environment</li> <li>• Professional interaction with medical nursing and admin staff</li> <li>• Interact with staff from other hospitals/organisations</li> <li>• Interact with members of the public</li> <li>• Interact with patients and relatives</li> </ul>	Continual Regularly Regularly Regularly

**Performance Review:**

Six months after commencement of employment, then annually thereafter.

I, .....

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: \_\_\_\_\_ Date: ...../...../.....