

# Position Description

Position Title	Information and Referral Officer
Position Number	30101322
Division	Community and Public Health Services
Department	Community Care Service
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Nurses and Midwives (Victorian Public Health Sector) Enterprise Agreement 2024-2028
Classification Description	Dependent on Qualification
Classification Code	Dependent on Qualification
Reports to	Manager Community Care Services
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 4,500 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.

## 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 Community Care Services Department

Community Care Services conducts a high-quality care coordination service across the Loddon Mallee region. Case coordination supports people who are frail aged and younger people with a disability and their carers to live independently in the community.

The service provides individual case coordination to consumers which may include the purchase of additional supports such as care, services & equipment to complement the case coordination role.

The program provides:

- Support coordination for people with disability (under National Disability Insurance Scheme (NDIS)).
- Care Partners for Support at Home consumers.
- Home and Community Care Program for Younger People (HACCPYP).

# The Position

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The Information and Referral officer position within the Community Care Services (CCS) team is an exciting and rewarding role that delivers a consistent, responsive approach to all enquiries from potential Home Care Package, Short Term Restorative Care and HACC PYP clients, their families/representatives. They will also provide assistance and information to those people whose have been identified as not eligible for Community Care Services programs.

The role performs an important function in promoting these services in the community, and is the first contact for clients with the service. Providing impartial advice on these programs is an expectation to ensure clients are not disadvantaged in accepting a program.

The position will also involve some short-term care coordination of clients. The management of referrals from other Community Care Services programs may be required.

## Responsibilities and Accountabilities

### Key Responsibilities

- Provide clients, carers and external agencies with consistent and accurate information about Community Care Services (CCS) programs of Support at Home, Home Care Packages, Short-Term Restorative Care, HACC Linkages and HACC PYP
- Adopt a consistent approach to screening of Community Care Services program referrals, applying priority criteria and providing recommendations to the team leader
- Monitor and review all clients on the Community Care Services program waitlist, ensuring information and priority of need is current
- Liaise with the team leader in ensuring the all-program occupancy rates are kept at a maximum
- Ensure appropriate documentation is maintained, with due regard to Bendigo Health policy, Community Care Services policy and procedures, individual program guidelines and relevant statutory and legislative requirements
- Participate in staff development and supervision programs
- Participate in Community Care Services team meetings and other organisational meetings as required
- Maintain inter-agency networks and links with key workers at the local level and act as a Community Care Services representative to various groups as appropriate.
- To participate in promotion and marketing activities for Community Care Services in the community
- Comply with relevant legislation, reporting and administrative requirements for consumers and employees and ensure that all data is accurate and up-to-date.
- Participate in staff development, training and research activities as determined with Team Leader

## 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 level qualification in health or community services
2. Demonstrated knowledge and experience in the areas of aged and community care, including working with people with complex needs
3. Experience with person centred care planning processes, including developing, implementing and evaluating consumer focused care plans
4. Demonstrated time management and organisational skills to effectively plan and prioritise work tasks and engage with key stakeholders.
5. Demonstrated ability to work effectively as a team member, show initiative and effective communication
6. Highly developed communication and interpersonal skills, both written and verbal, including liaison and negotiation skills
7. Demonstrated ability to understand and meet the needs of clients from diverse backgrounds
8. Developed computer skills, experience in the Microsoft Office suite and/or ability and confidence to acquire skills for in-house client database systems

## 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.

**National Disability Insurance Scheme (NDIS) Check** Where applicable, completion of a clear National Disability Insurance Scheme (NDIS) Check must be undertaken for all positions providing services under the NDIS. A NDIS check is required to be completed prior to commencement at Bendigo Health where the position involves working within a Disability Service or providing service under the NDIS.

**Registration with Professional Regulatory Body or relevant Professional Association** For example, AHPRA, AHRI, RACS etc. 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.

**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.*