



GREAT OCEAN ROAD
HEALTH

IHSS Administration Coordinator

Fixed term Part time

12 months

April 2024

1. Information for Applicants
2. Position Description
3. Employment Application Form
4. Organisational Structure
5. Geographical Location

INFORMATION FOR APPLICANTS

IHSS Administration Coordinator

1. Please provide a current **Resume** and prepare a **Cover Letter**. Applicants are also required to address each of the descriptors under the **“Required Education, Training, Knowledge and Experience”** section of the Position Description provided. Examples and descriptions of how you are able to meet these requirements must be provided.
2. Please complete the **Employment Application Form** and forward with your application.
3. Offers of employment will be conditional on relevant organisational pre-employment screening approvals including but not limited to a **Nationally Co-ordinated Criminal History Report**, current **Victorian Employee Working with Children Clearance** and **NDIS Worker Screening Check** (where relevant). **All** associated costs of obtaining all screening requirements are borne by the prospective employee.
4. All prospective employees are required to complete a **Staff Immunisation Pre-employment Questionnaire** and provide documented evidence of current immunisation. Fees associated with obtaining Serology reports are paid for by GORH.

In submitting your application you must be willing to participate in Great Ocean Road Health’s annual immunisation program as per Great Ocean Road Health’s Workplace Immunisation Policy. You understand and acknowledge that a state government public health order, direction and/or regulation may be applicable to the workplace and/or role that you are applying for. You acknowledge and agree to comply with any applicable COVID Health Requirement including, but not limited to, providing us with information regarding your COVID vaccination status upon our reasonable request. Evidence of COVID 19 and annual influenza immunisation is a condition of employment at GORH.

5. Salary and allowances will be paid in accordance with the Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 2025
6. Position is fixed term for 12 months. Hours of work are up to 32 hours per week.
7. Great Ocean Road Health will pay superannuation in accordance with the *Superannuation Guarantee (Administration) Act 1992* to a nominated Superannuation fund.
8. Great Ocean Road Health provides equal opportunity and fair and equitable treatment in employment to all people without regard to race (including ethnic origin and nationality), colour, religion, gender, age, disability, political affiliation, marital status, actual or assumed physical, intellectual or psychological impairment, family or carer’s responsibilities, sex (including pregnancy and marital responsibilities) sexual orientation.
9. Great Ocean Road Health promotes a workplace that actively seeks to include, welcome and value the unique contributions of all people. GORH encourages applications from Aboriginal and Torres Strait Islander people, people of all religious, cultural and linguistic backgrounds and sexual orientations, those who are gender diverse and people with disabilities.
10. Attach copies of relevant qualifications and Registration Certificates (if applicable) to your application.
11. The names of three professional referees are required including, if possible, your supervisor if you are currently working or a previous supervisor if you are not currently working.
12. For further information please contact Team Leader Community Services, Ollie Thursfield, ollie.thursfield@gorh.vic.gov.au
13. **Applications close 9am Friday 12th April 2024.**
14. Address applications to
People & Culture
Great Ocean Road Health
PO Box 84
Apollo Bay VIC 3233 or people.and.culture@gorh.vic.gov.au

Position Description

In Home and Social Support Administration Coordinator

JOB TITLE

Position	In Home and Social Support Administration Coordinator
Classification	Administrative Worker Grade 2 (HS2)
Award	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 2025
Performance Appraisal	Initial review at three (3) months, then annually each calendar year.

GREAT OCEAN ROAD HEALTH

The Great Ocean Road Health acts as the auspice body for the Lorne Community House. Great Ocean Road Health is a rural public health service that has campuses at Lorne and Apollo Bay in South West Victoria. Our community members are offered acute hospital beds, residential aged care beds, a renal dialysis unit (Lorne), a 24 hour urgent care service, medical centres, community health care and in-home support services. Great Ocean Road Health was formed in 2019 with the amalgamation of Lorne Community Hospital and GORH.

OUR VISION

To create a person-centred, high quality experience for every great ocean road health consumer, every time.

OUR PURPOSE

To provide Great Health Care to enable people to live purposeful, healthy and engaged lives.

OUR VALUES

- ❖ **Genuine:** We are authentic; we do what we say we will do and motivated to extend ourselves in everything we do.
- ❖ **Respect:** We demonstrate integrity in every interaction, and we value the insights of staff, community members and our partners.
- ❖ **Empathy:** We listen to our staff, patients, residents and community member needs and help them on their journey to enhanced health and wellbeing.
- ❖ **Accountable:** We are accountable for all our actions and decisions - we deliver our strategic priorities in order to fulfil our purpose and best meet our community needs.
- ❖ **Teamwork:** We actively seek opportunities to work together in the spirit of collaboration.

POSITION BACKGROUND

Great Ocean Road Health's priority is to work with its client base and community to strengthen the community and ensure that people are well supported and able to improve and enhance their wellbeing.

The IHSS Administration Coordinator is responsible for administration support to In Home and Social Support. The role will work closely with other community services programs to ensure great care.

KEY RESPONSIBILITIES

RESPONSIBILITY AREA 1: **Organisational Responsibilities**

ROLE SPECIFIC TASKS	MEASURES
<p>Organisation Culture</p> <ul style="list-style-type: none"> ▪ To understand and adopt GORH values in all areas of responsibility with attention to consumer focus, teamwork and community orientation. ▪ GORH strongly supports Equal Opportunity and Access to Services, and expects all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious, sexual diversity and orientation. 	<ul style="list-style-type: none"> ▪ GORH values are demonstrated by the individual and assessed in performance reviews.
<p>Occupational Health and Safety</p> <ul style="list-style-type: none"> ▪ Proactively take responsibility for your own health and safety and for the health and safety of anyone else who may be affected by our acts or omissions in the workplace. ▪ Understand and proactively work within Occupational Health and Safety Acts, regulations and codes of practice. ▪ Minimise exposure to incidents of infection/cross-infection of patients, residents, staff, visitors and the general public by adhering to the organisation's Infection Control policies and procedures, including compliance with GORH vaccination program 	<ul style="list-style-type: none"> ▪ Level of compliance as determined through health and safety audits. ▪ Action taken to identify and report unsafe acts or hazards. ▪ Timeliness and effectiveness of corrective action. ▪ Demonstrated use of incident management system. ▪ Completion of required mandatory training and education.
<p>Risk Management</p> <ul style="list-style-type: none"> ▪ Ensure effective and timely risk identification, assessment, control and issue resolution processes are maintained. 	<ul style="list-style-type: none"> ▪ Awareness of risk management responsibilities. ▪ Evidence of issues identified and reported.
<p>Management and Control</p> <ul style="list-style-type: none"> ▪ Ensure all activities are within the approved policies, legal and ethical framework of the organisation. ▪ Understand and take responsibility to work within the delegations of authority. 	<ul style="list-style-type: none"> ▪ Evidenced by relevant audits. ▪ Reviewed in annual performance review.
<p>Safety & Quality</p> <ul style="list-style-type: none"> ▪ Report incidents on the incident reporting system. ▪ Lead or participate in quality activities in ensuring that opportunities for improvement are actively explored and best practice is achieved. ▪ Understand the quality standards and accreditation requirements relevant to the role and ensure systems and processes are consistent. ▪ Partner with patients, carers and other consumers in activities to improve the safety and quality of care. 	<ul style="list-style-type: none"> ▪ Evidence of incident reporting. ▪ Evidence of initiation of and participation in relevant quality activities. ▪ Adherence to the relevant Standards. ▪ Demonstrated consumer focus of quality activities. ▪ Outcomes of all quality activities are recorded on the Quality Activity Register.
<p>Professional Development</p> <ul style="list-style-type: none"> ▪ Ensure skills are up to date and in accordance with best practice guidelines. 	<ul style="list-style-type: none"> ▪ Demonstrated participation in the training/education of less experienced staff, undergraduate students and other professionals.

<ul style="list-style-type: none"> Keep up to date with changes in Policies and Procedures. Ensure all mandatory LMS training is undertaken within all required timeframes. 	<ul style="list-style-type: none"> Evidence of the identification of training and development needs and appropriate action being taken to address gaps in skills and/or knowledge.
Child Safe <ul style="list-style-type: none"> Demonstrate an understanding of Child Safe Standards and comply with the Great Ocean Road Health Child Safe – Code of Conduct. A current Working with Children Check may be required for Great Ocean Road Health Employees 	<ul style="list-style-type: none"> Signed GORH Child Safe Code of Conduct. Assessed in performance review.
National Criminal History Check <ul style="list-style-type: none"> A current National Criminal History Check is required for Great Ocean Road Health Employees. 	<ul style="list-style-type: none"> Current criminal history check
COVID – 19 Immunisation <ul style="list-style-type: none"> COVID -19 immunisation is a condition of employment in Aged Care Facilities and for authorised workers during a State of Emergency. 	<ul style="list-style-type: none"> Evidence of COVID – 19 Vaccination
General Statement of Duties <ul style="list-style-type: none"> Perform the inherent responsibilities of the position and other related duties as directed and assigned to you, having regard to your skills, qualifications, training and experience, to contribute to meeting client and community needs and program requirements. 	<ul style="list-style-type: none"> Assessed in performance review.

RESPONSIBILITY AREA 2: **Clinical Practice / Professional Practice**

GORH strives to deliver the highest level of care possible. To enable this to occur, all personnel need to develop and maintain appropriate professional behaviours in all areas of practice. This covers both clinical and non-clinical workplaces, and is the physical manifestation of the GORH values.

Clinical –

ROLE SPECIFIC TASKS	MEASURES
Not Applicable	

Professional –

ROLE SPECIFIC TASKS	MEASURES
Receive and administer all consumer service requests. Provide a point of contact for consumer and staff enquiries relating to rostering and the allocation of services. Work collaboratively with the Intake Officer, Assessment, Home Care Packages, Allied Health and other referral services to facilitate the provision of services and ensure great care.	
Contribute to the ongoing continuous improvement of the In Home and Social Support unit including assisting with the development of policies and procedures. Support the provision of services in line with Aged Care	Provide feedback on policies and procedures Update any quality improvement on Community Quality Plan

Standards.	
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RESPONSIBILITY AREA 3: **Information Management (inc Communication & Documentation)**

Great Ocean Road Health understands the need for effective communication and rigorous documentation in the delivery of health care. How we manage information within the organisation is crucial for our customers' trust, our reputation in the wider community and how they perceive GORH.

ROLE SPECIFIC TASKS	MEASURES
Produce rosters for Community Care Workers. Collate documents in preparation for distribution with the rosters. Accurate completion of all documentation associated with the rostering of consumer services.	Community Care Workers using mobile technology to access their rosters and are able to see 4 days in advance at all times. (Aim to have rosters 2 weeks in advance) CCW staff device support is supplied when required and implemented Appropriate information to be passed on to Community Care Workers as directed by Manager. Consumer Rosters dispatched by COB at fortnight end to Care workers determined to be in need of emailed or hard copies of roster Community Care Worker rosters are checked and amended as required and Coordinator Allied Health and In Home Support advised prior to 3.30pm each Friday to allow timesheet completion. Close of business Friday or Monday morning.
Provide first point of call for care staff and lone worker enquiries, escalating to line manager as required. Provide timely & professional responses to all consumer & staff enquiries	Consumer service plans responded to within 2 business days.
Information management - Contribute to the ongoing management of consumer files.	Consumer notes are entered at the time of communication and finalised by COB of the day received. All consumer related information uploaded to consumer management system.
Assess billing data to ensure finance department can meet required timelines for the production of consumer statements.	Billing data is checked and amended as required and provided in an approved format to finance staff in a timely manner to meet finance timelines.
Develop agenda for Team Meeting & take meeting minutes.	Complete agenda and minutes in a timely manner.

SCOPE OF PRACTICE

The IHSS Administration Coordinator will be limited to:

- Providing advice to Line Manager

ACCOUNTABILITY & EXTENT OF AUTHORITY

1. Develop and maintain Community Care Worker rosters consistent with consumer's individual service plans and the terms and conditions that direct the Community Care Worker role.
2. Provide clear instruction to Community Care Workers in regard to changes to roster.
3. Inform consumers in a timely manner of changes to the services they are scheduled to receive.
4. Implement rostering requests as provided by My Aged Care and other referral sources.
5. Operate in accordance with legislative requirements associated with the provision of State and Commonwealth funded CHSP, HACC PYP, HCP and NDIS.

JUDGEMENT AND DECISION MAKING

1. Referring to work instructions and program guidelines, take action and/or seek advice to address consumer and Community Care Worker issues that require an immediate response.
2. Undertake tasks in accordance with service unit procedures and work instructions.
3. Clearly document any actions taken in response to consumer or Community Care Worker enquiry or requests.

SPECIALIST SKILLS AND KNOWLEDGE

1. Understanding of the range and scope of services available to consumers.
2. Ability to manage competing priorities that arise when responding to consumer issues that have direct impact upon the Community Care Worker rosters.
3. Demonstrated understanding and application of the legislative requirements in regard to privacy and confidentiality.
4. Understanding of the principles of the Reablement and relationship of this model to the social, emotional and physical wellbeing of people as they age.

MANAGEMENT SKILLS

1. Competent application of consumer database system for the purpose of roster development and monitoring.
2. Accurate input of data to inform payroll, invoicing and monthly reports.
3. Ability to work collaboratively as part of a Team to establish priorities and timelines that ensure administration work is completed as per unit/organisational reporting cycles.
4. Contribute to the continuous improvement of the Community Services Directorate, through the implementation of service improvement strategies.

- Determine work priorities and complete tasks within the allocated timeframe and timelines

INTERPERSONAL SKILLS

1. Demonstrated commitment to Great Ocean Road Health's vision and behaviours.
2. Open and effective communication skills which promote positive relationships with internal and external consumers.
3. Empathy and a commitment to sensitivity when responding to consumer/carer requests and enquiries.
4. Willingness to work as part of a team and actively contribute to Community Services Directorate's continuous improvement plan

ORGANISATION CHART

Reports to: Team Leader Community Services

Supervises: NIL

External Liaisons: Represents Great Ocean Road Health to the community as required.
Establishes and maintains relevant
Networks and links with appropriate agencies.

Internal Liaisons: All Great Ocean Road Health staff

REQUIRED EDUCATION, TRAINING, KNOWLEDGE AND EXPERIENCE

1. Certificate III in Business Administration (or equivalent) or a minimum of 3 years' experience in a similar role.
2. Demonstrated experience in customer service within a health or community care setting.
3. Demonstrated understanding of the factors that inform and direct the rostering of home based consumer services.
4. Demonstrated experience in office administration and application of Microsoft Office.
5. Current level II First Aid (including CPR).
6. A current WWCC.

PERFORMANCE STANDARDS

Evidence of completion of competencies relating to your current role.

AGREEMENT

Pre-Existing Injury

Prior to any person being appointed to this position, it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.

Position Description Approved _____ Date _____
Manager/Director Signature

Position

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position.

Employee Signature

Employee Name (please print)

Date _____

EMPLOYMENT APPLICATION FORM

Position Applied For

Title :

Personal Details

Name :

Postal Address :

Home Address :

Email Address :

Telephone No(s) Home **Mobile Phone**

Do you wish to be contacted at work? Yes No **If yes, Work No:**

Residency Status

Australian Citizen Permanent Resident Other: *(specify, including status of work visa)*

Passport Number and Country of Issue

Are you Aboriginal or Torres Strait Islander? Yes No

Languages Spoken

Do you speak languages other than English? Yes No **If yes, specify:**

Police Check

Do you have a current police check dated within the last 6 months? Yes No

Have you lived overseas for 12 months or more in the last ten years? Yes No

If yes do you have an International Police Check? Yes No

Current Employment

Tick if already provided on CV and go to next section

Employer:

Name and Address:

.....

Position:

Length of Service: From To

Classification/Grade

Period of notice:

Status: (X) **Full Time** **Part Time** **Permanent** **Temporary**

Are any family members or friends currently, or have ever been employed by Great Ocean Road Health (including former Lorne Community Hospital and Otway Health)?

Yes **No** **If yes, please state:**

Position: Area of Service:

Dates employed:

Pre-Employment Declaration

Have you received an **Enhanced Resignation Package**? **Yes** **No**

Have you received a **Voluntary Departure Package** from any Victorian Government public sector department of agency within the last three calendar years? **Yes** **No**

Are you presently on **Long Service Leave** from another employer? **Yes** **No**

Previous Injuries? **Yes** **No** WorkCover Claims? **Yes** **No**

Educational Qualifications

Tick if already provided on CV and go to next section

Qualification Awarded (1):..... **Major Study?**

Institution: **Years of Study (eg 92-95)**

Qualification Awarded (2): **Major Study?**

Institution: **Years of Study (eg 92-95)**

Other Completed Course or Subjects:

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NB. Attach additional educational details.

Occupational Health & Safety

- In the interests of providing a safe work environment for all staff, applicants shortlisted for interview with Great Ocean Road Health will be requested to disclose all pre-existing injuries or medical condition which could foreseeably be affected by the nature of employment for which they are applying (as per the Position Description).
- This disclosure will not influence the selection process unless it is clear the pre-existing condition would prevent the applicant from safely carrying out the requirements of the position.
- Applicants are advised to consult their Doctor if they have a pre-existing injury or medical condition and are unsure about its relevance to the position for which they are applying.
- Prior to an offer of employment successful applicants may be required to provide a letter of medical clearance from their Doctor to undertake the position.

Referees

Tick if already provided on CV and go to next

(Please provide names of 3 referees who may be contacted in relation to your work history, experience and performance *Reference checks will be conducted legally in an ethical manner and all information derived will remain confidential.*)

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

2

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

3

Name: Position:
 Employer Name: Telephone No:
 Address: Mobile No:

Declaration:

I certify that the statements made by me in this application form and any supporting documentation (eg. resume, academic results, qualifications) are true and complete. I understand that false, inaccurate, misleading or untrue statements or knowingly withheld information may disqualify me from employment, or result in termination of employment with this organisation. I give permission for my nominated referees to be contacted as part of the recruitment process. I understand that, a Nationally Co-ordinated Criminal History Check, and Working with Children Check are a requirement of employment with GORH.

Signature of Applicant :		Date :	
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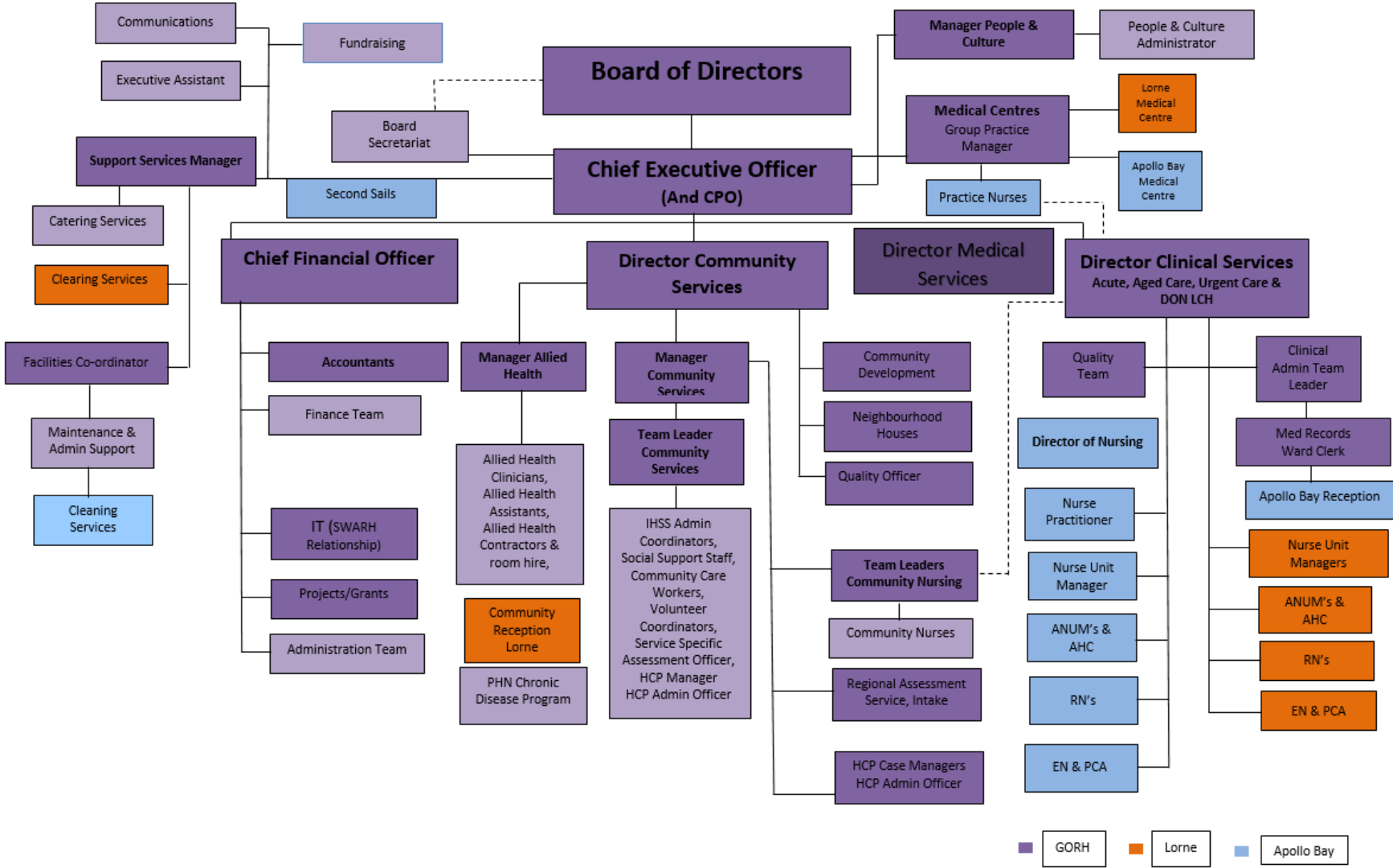
Privacy Statement

GORH respects the privacy rights of all applicants. Furthermore, the Board and Management are committed to ensuring that the organisation complies at all times with its obligations under the Information Privacy Act (2000), Health Records Act (2001), and the Commonwealth Privacy Act (1998).

GORH currently holds some information in relation to job applicants. This information includes, but is not limited to: Information relating to the personal details and work history of applicants (such as their home address, date of birth, nationality, residency status, languages spoken, their employment history, their educational qualifications, any illnesses or incapacities relevant to the position) There are a variety of reasons why GORH is required to hold this information. The purpose of the collection of this information includes: Ensuring the recruitment process is fair and equitable; and minimising risk to health, safety and welfare of all employees.

<p>Your application should be addressed to :</p> <p>People & Culture Great Ocean Road Health People.and.culture@gorh.vic.gov.au PO Box 84 Apollo Bay VIC 3233</p>	<p>Internal Use Only :</p> <p>Interview Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Advised by :</p> <p>Date :</p> <p>Time :</p> <p>Comments :</p> <p>.....</p>
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ORGANISATIONAL STRUCTURE 2023





Geographical Location

Located along the Great Ocean Road

186km (2hrs 32 mins) from Melbourne

