

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Intake Worker- Gateway</b>		
<b>Division</b>	Primary Healthcare	<b>Unit</b>	Allied Health
<b>Campus</b>	Korumburra		
<b>Classification</b>			
<b>Award</b>	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement 2016-2020		
<b>Reports To</b>	Allied Health Manager		
<b>Position Approved By</b>	Director Primary Healthcare		

### Position Outline:

The key objectives of this position are to:

- Provide an efficient, effective and professional intake service for clients being referred to Primary Health Services.
- Provide support to Allied Health Practitioners by ensuring the intake process is undertaken in a timely and comprehensive manner

These objectives are achieved by adhering to the following core principles;

- Maintaining professional care for clients in a community setting
- Respecting client rights in cooperation with the client and their carer, their representatives and other health professionals
- Providing effective cooperation to Allied Health Practitioners
- Ensuring care is provided in accordance with GSHS policies and procedures
- Ensuring practice is conducted in a way that supports the Occupational Health and Safety principles of GSHS

Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

### Divisional Context:

The Primary Health Division at GSHS is a dynamic team of nurses, health professionals, allied health assistants and managers who provide a broad range of community-based and ambulatory care services to the South Gippsland Shire, including;

- Medical Imaging
- Individual Support
- Planned Activity Groups
- Health Promotion
- Gateway
- Specialist Nursing Programs
- Speech Pathology
- Alcohol and Drug Treatment
- Volunteer Coordination
- Exercise Physiology
- Home Care Packages
- Physiotherapy
- Occupational Therapy
- Dietetics

### Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

### Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> <li>Continuous Improvement</li> <li>Evidence Based Practise</li> <li>Consistency of Practice</li> <li>Innovative Practice</li> <li>High Standards</li> </ul>	<ul style="list-style-type: none"> <li>Unwilling to Improve</li> <li>Lack of Innovation</li> <li>Non-Adherence</li> <li>Inconsistency</li> <li>Acceptance</li> </ul>
Individuality	<ul style="list-style-type: none"> <li>Be Tolerant</li> <li>Acknowledge Rights</li> <li>Personalise</li> <li>Support Individuals</li> <li>Practice Self Care</li> </ul>	<ul style="list-style-type: none"> <li>Lack of Respect</li> <li>Discriminating</li> <li>Being Inconsiderate</li> <li>Being Judgemental</li> <li>Being Dismissive</li> </ul>
Collaboration	<ul style="list-style-type: none"> <li>Value Teamwork</li> <li>Involve Others</li> <li>Actively Listen</li> <li>Ask and Offer Solutions</li> <li>Support Decisions and Change</li> </ul>	<ul style="list-style-type: none"> <li>Poor Communication</li> <li>Criticising Others</li> <li>Being Negative</li> <li>Not Open</li> <li>Withholding Information</li> </ul>
Accountability	<ul style="list-style-type: none"> <li>Take Responsibility</li> <li>Set Clear Expectations</li> <li>Manage Performance</li> <li>Results Focused</li> <li>Ethically Bound</li> </ul>	<ul style="list-style-type: none"> <li>Blaming Others</li> <li>Unethical Behaviour</li> <li>Underperforming</li> <li>Unreliable</li> <li>Shirking Responsibility</li> </ul>
Respect	<ul style="list-style-type: none"> <li>Respect People</li> <li>Respect Privacy</li> <li>Respect Property</li> <li>Respect Views</li> <li>Be courteous</li> </ul>	<ul style="list-style-type: none"> <li>Being Rude</li> <li>Being Negative</li> <li>Being Disrespectful</li> <li>Being unhelpful</li> <li>Disrespecting Property</li> </ul>
Empowerment	<ul style="list-style-type: none"> <li>Take Initiative</li> <li>Actively Participate</li> <li>Ask Questions</li> <li>Clarify Expectations</li> <li>Empower Others</li> </ul>	<ul style="list-style-type: none"> <li>Authoritarian</li> <li>Discrimination</li> <li>Blaming Others</li> <li>Not Sharing</li> <li>Stifling Development</li> </ul>

## Key Responsibilities

- Understanding the concepts of the Active Service Model, and applying these to your interactions with clients (doing 'with' the client, not 'for' the client).
- Assisting clients to access information needed to support informed decision-making and informed choices in relation to their care/service.
- Being aware of the diverse needs of all clients, and understanding the importance of diversity in health care.
- Being aware of advocacy principles and how they relate to clients.
- Assisting Primary Health Services in all manner of administrative and intake duties, including SCTT completion, Service specific forms and waiting list management.
- Identifying additional services which the client may require and helping to refer them.
- Undertaking any reasonable task that is requested of you by practitioners / Gateway Coordinator.
- Auditing Files to ensure that all clients have a SCTT (Service Coordination Tool Template) completed every twelve months (min), including ;
  - Consumer Information,
  - Functional Assessment Summary,
  - Summary and Referral information,
  - Profile : Living and Caring Arrangements,
  - Consent to Share Information
  - Other sections as deemed necessary
- Completing SCTTs for new clients, reviewing and completing for existing clients.
- Adding new clients to client management software and ensuring changes to client details are updated.
- Documenting all attendances within Community Based File (CBF) case notes, highlighting any issues, accomplishments and other items of note.
- Ensuring that all documentation conforms to established professional, organisational and legal standards including those governing the use of abbreviations.
- Ensuring accessibility of client records through timely completion and return to the record system.

## Key Selection Criteria:

### Mandatory

- Good Interpersonal and Communication skills
- Organisational, time management and problem solving skills
- Current Police Check and Working With Children Check
- Valid Driver's Licence
- Good Computer Skills
- Good Literacy Skills

### Desirable

- Certificate 3 in Allied Health Assistant or equivalent
- A good understanding and awareness of the Active Service Model and Diversity

### OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

### Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

## **Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

## **Values & Conduct**

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS' Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee's conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

## **Risk Management**

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence
- Adhere to organisational risk management policy and procedures
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities
- Identify new and emerging risk
- Contribute feedback to risk management review processes

## **Professional Development & Performance Management**

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

## **Quality Improvement**

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

## **Clinical Supervision**

GSHS' participates in programs designed to provide students with on-the-job training whilst being supervised by an appropriately skilled person. All staff of GSHS are required to provide such supervision from time-to-time.

Registered Health Professionals are required as part of their status as registered Health Professionals to provide clinical supervision from time to time, whether recognised as part of their job responsibilities or not. GSHS expects that the highest standards of best practice will be applied at all times where staff are required to provide clinical supervision to either staff or students.

## **Privacy & Confidentiality**

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999

**Additional Requirements:**

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

*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 GSHS' discretion and activities may be added, removed or amended at any time.*

**Sign-off to verify agreement with this Position Description:**

<b>Incumbent</b>		<b>Date</b>	
<b>Manager</b>		<b>Date</b>	