

Position Title: Residential Services Admissions Officer

Campus: **Grampians Health Services**

Directorate: Corporate Services

Department: Residential Services – Residential Admissions

Reporting to: **Coordinator - Financial Aged Care**

Direct Reports: **None**

Appointment Terms/Conditions:

Classification and Code: Admin Grade 2

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

- The Residential Services Admissions Officer will be responsible for assisting in the admissions to Residential Care beds, preparing the Residential Services Admission applications and completing Residential Care Agreements.

KEY ACCOUNTABILITIES

- Meet with relatives (prospective residents/clients, where appropriate) to ensure understanding of the admission process and financial liabilities and provide interpreter services and ensure that the required assessment process has been undertaken, including health and safety needs, medication packages etc;
- Maintain databases reflecting current waiting lists for low and high-level care and all high-level residents remaining in low-care facilities (hostels) and monitor the level of care required;
- Develop and maintain waiting list and respite statistics as required and maintain and review admission packages for waiting list as required;
- Assist prospective residents/carers with the completion and processing of asset assessment which will determine the financial status and associated financial aspects of admission relevant to the prospective resident;
- Liaise with the Business Manager Residential Services to ensure financial aspects of residential care admissions are optimised for both the prospective residents and Grampians Health;
- Facilitate client meetings with appropriate Director of Nursing/Manager and arrange viewing of appropriate care facilities;
- Liaise with Social Workers/ relevant Case Managers in acute/sub-acute services in relation to clients awaiting transfer from acute beds;
- Liaise with the Director of Nursing/Manager to arrange admissions based on preferable time, priority, suitability of accommodation and individual preferences;
- Receive bookings for, and maintain a database of, respite admissions. Notify General Practitioners of impending respite admissions;
- Provide assistance and guidance to the Residential Finance Team;
- Notify Health Information Services of all proposed Admissions;
- Enter into a Residential Care Agreement for all admissions with either the Resident and/or their legal representative prior to admission where possible or within twenty one days of entry. Maintain and review Residential Care Agreements as required;
- Referral to ACAS of any queries relating to ongoing support for those clients remaining in the community whilst awaiting admission or who may require re-assessment;

KEY SELECTION CRITERIA

Qualifications and experience

- Proven customer service delivery, a desire to assist others, including staff and colleagues, by discovering and then meeting their needs.

Technical/Professional Knowledge and Skills

- Able to demonstrate a sound knowledge of residential care, and relevant legislative requirements.
- Familiar with use and application of computer-based systems, particularly Microsoft Office.

Work Environment

- Able to demonstrate effective time management, problem solving and decision-making skills.

Personal attributes

- A commitment to treating people with compassion, respect, and dignity.

Interpersonal skills

- Highly developed interpersonal and communication skills.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect 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 socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.