



Home Care Program Lead

0.9 FTE (9 days per fortnight)

Heywood Rural Health has an exciting opportunity for a Home Care Packages Program Lead to join our Home Care Packages team. This is permanent position, over a 9 day working week fortnight. As the Home Care Packages Program Lead, you will share a vision to grow and develop the Home Care Packages program within Heywood and the surrounding community, as a preferred package provider of choice. Initially this role will include a client caseload. This will shift to predominantly a Home Care Packages Program Lead role, as the number of people who have a Home Care Package with Heywood Rural Health increases.

Minimum Qualification:

- Tertiary qualification Nursing / Allied Health / Social Work and/or
- Qualification in leadership / management

Requirements:

- Current Police Check;
- Valid Victorian Drivers Licence;
- Current AHPRA registration (for required professions)
- Have previous experience working effectively and efficiently in a leadership / management role;
- Be an enthusiastic person, with an exceptional level of commitment, integrity and trustworthiness.

Key Selection Criteria

- Proficient time management and prioritisation skills;
- Sound experience with leading staff, consumer assessment and case management effectively and efficiently, within a timely manner;
- Proficient management and coordination of brokered budgets, within allocated timeframes;
- Demonstrated operational knowledge of the My Aged Care, ACAS assessments processes and continuous Quality Improvement Models;
- Demonstrated ability to practice within the requirements of Aged Care Accreditation Standards, Commonwealth HCP Packages Program Operational Manual and Clinical Governance;
- Demonstrated excellence in documentation skills, communication skills and IT systems.

We offer:

- Salary Packaging
- Opportunity to work between home and within the workplace
- Supportive and collaborative leadership team

Applications closes 6pm Sunday 15th August 2021

Any queries please contact Jacki Barnett, Community Health Hub Manager. Telephone 5527 0504. Send your application letter addressing the selection criteria, your resume, along with two current referees to:

People and Culture department
Heywood Rural Health
PO BOX 159, Heywood, VIC 3304
hr@heywoodruralhealth.vic.gov.au
www.heywoodruralhealth.vic.gov.au

“Committed to the health and wellbeing of our community”



POSITION DESCRIPTION

Position:	Home Care Packages Program Lead
Reports To:	Community Health Hub Manager
Hours of Duty:	.9FTE (9 day per week fortnight)
Tenure:	Permanent
Award:	VICTORIAN PUBLIC HEALTH SECTOR (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS) SINGLE INTEREST ENTERPRISE AGREEMENT 2016-2020
Minimum Qualification:	Tertiary qualification Nursing / Allied Health / Social Work and/ or Qualification in leadership / management
Requirements:	<ul style="list-style-type: none">• Current Police Check;• Valid Victorian Drivers Licence;• Current AHPRA registration (for required professions)• Have previous experience working effectively and efficiently in a leadership / management role;• Be an enthusiastic person, with an exceptional level of commitment, integrity and trustworthiness.
Key Selection Criteria:	<ul style="list-style-type: none">• Proficient time management and prioritisation skills;• Sound experience with leading staff, consumer assessment and case management effectively and efficiently, within a timely manner;• Proficient management and coordination of brokered budgets, within allocated timeframes;• Demonstrated operational knowledge of the My Aged Care, ACAS assessments processes and continuous Quality Improvement Models;• Demonstrated ability to practice within the requirements of Aged Care Accreditation Standards, Commonwealth HCP Packages Program Operational Manual and Clinical Governance;• Demonstrated excellence in documentation skills, communication skills and IT systems.
Desirable:	<ul style="list-style-type: none">• Leadership qualification, or equivalent, or working towards attaining a qualification in Leadership, or equivalent;• Working knowledge of software and IT programs including e-Tools, TRAKCare, RiskMan, excel, word, Microsoft outlook;• Demonstrated understanding of the Aged Care Act 1997 and associated Aged Care standards• Experience in maintaining accurate service contracts, within allocated timeframes.
Key Performance Indicators:	As determined

Our Vision

Heywood Rural Health (HRH) is committed to the health and wellbeing of our community.

Our Values

Respect

- We make mutual respect the basis of all interactions.
- We respect diversity and respect the dignity of each person.
- We embrace the differences in people and perceptions.

Responsiveness

- We take actions and opportunities to create results.
- We provide services that are person-centred and focused on outcomes.
- We keep our commitments and promises.

Care

- We care about the people and the community within which we work and live.
- We care about our colleagues and ourselves.
- We support people to develop and build on their strengths.

Integrity

- We uphold our professional ethic at all times.
- We are honest and fulfil our commitments.
- We are accountable for our actions.

PRIMARY OBJECTIVES/KEY PURPOSE OF THE ROLE:

The Home Care Packages Program Lead is responsible for providing and overseeing exceptional care and services for consumers of the Heywood Rural Health Home Care Packages (HCP) program.

The role will be responsible for leading Home Care Package staff, and resources, within a Home Care Packages (HCP) clinical governance and leadership framework.

The Home Care Packages Program Lead shall be accountable for:

- The creation of operational and legislative requirements of the HCP program in line with the strategic direction of Heywood Rural Health;
- Developing and monitoring HCP Quality Improvement Activities (QIA) using a cycle of continuous quality improvement;
- Actively responding to enquires from new consumers, including referral and wait list management of enquires received within My Aged Care;
- Ensuring service delivery for consumers is within allocated budget;
- Ensuring consumer goods and services entitlements are provided within the framework of HCP guidelines;

The Home Care Packages Program lead shall initially include a consumer caseload. This will shift to predominantly a lead role, as the number of people who have a Home Care Package with Heywood Rural Health increases

DUTIES AND RESPONSIBILITIES:

Leadership and Governance

- Uphold and practice within the Vision and Values, and policy and procedures of Heywood Rural Health;
- Actively demonstrate the ability to work consistently and cohesively with HCP program staff and brokered services to develop and maintain a team culture of professional, safe, timely, budgeted and coordinated consumer services, within a consumer directed framework;

- Ensure HCP staff and brokered services demonstrate professional practice with consumers, and service partners at all times, within the framework of clinical governance, legislative compliance, accreditation standards, ethical compliance and the Aged Care Act, and the principles of consumer directed care methodology;
- Ensure HCP program knowledge is transferrable by maintaining a current and evidenced based Standard Operating Procedures Manual;
- Achieve reporting requirements for Home Care Package consumers, the Heywood Rural Health Board of Directors and the Commonwealth, within required timeframes.

Team

- Lead, coordinate and contribute to HCP team meetings, and monitor meeting actions to achieve desired outcomes;
- Structure work tasks within HCP staff roles to ensure HCP staff are clear of their tasks and responsibilities and work cohesively to achieve HCP program goals;
- Lead, mentor and monitor HCP program staff to create and maintain a structured and cohesive workplace culture that actively responds to client needs, preferences and choices, using a wellness and rabblement framework;
- Formally and informally monitor the performance of HCP program staff on a regular basis to ensure workplace tasks are completed to required standards, and risk mitigation is actioned in a timely manner;
- Promote and maintain a harmonious culture within the HCP team;
- Effectively manage staff leave and absenteeism.

Consumers and the consumers significant others

- Promote, sustain and work within the methodology of Consumer Directed Care;
- Provide high quality, comprehensive, individualised consumer directed care in consultation with consumers and the consumers significant others, identifying the consumer's needs, wants, choices and goals;
- Uphold and practice within privacy, confidentiality, consent and professional boundary requirements;
- Conduct formal care reviews with consumers (and the consumers significant others as identified), on an annual basis, or earlier in the event of clinical deterioration / and or change on consumers circumstances, and progress actions based on the outcome of these reviews.

Stakeholders

Actively and formally liaise with appropriate stakeholders to;

- Ensure effective coordination and monitoring of all stakeholders including: brokered services, My Aged Care (MAC), health services and community based organisations to achieve integrated and safe services for consumers. This shall be based on the outcome of a risk assessment, and the clinical, physical, emotional, social and dietary needs of the consumer;
- Identify and manage service gaps and lack of access for people with diverse needs, and various cultural backgrounds;
- Formally evaluate the performance of all brokered services every quarter, and use outcomes from the evaluation to improve services to HCP consumers;
- Increase the number and choices of brokered services available to consumers.

Financial sustainability

- Ensure all resources are utilised in a cost effective way;
- Actively participate in the development of department budgets, in a timely matter;
- Actively monitor and control monthly expenditure against consumer budgets and address any anomalies;
- Ensure data is accurately captured and entered into relevant system;

- Manage staffing profile, rosters and exception reports to ensure consumer safety is maintained and budgetary requirements achieved, within award requirements;
- Provide financial feedback to the leadership team and Board of Directors as requested.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Implement tasks in line with funding requirements and accountabilities, and in accordance with the policies, procedures and practices of Heywood Rural health;
- Report HCP KPI outcome measures on a monthly basis, for Board of Directors reporting requirements;
- Capture issues / risks in a timely manner on the RiskMan register and report to the to the Community Health Hub Manager;
- Actively contribute to the strategic direction of the HCP Program within the framework of HRH Statement of Priorities (SoP).

JUDGEMENT AND DECISION-MAKING:

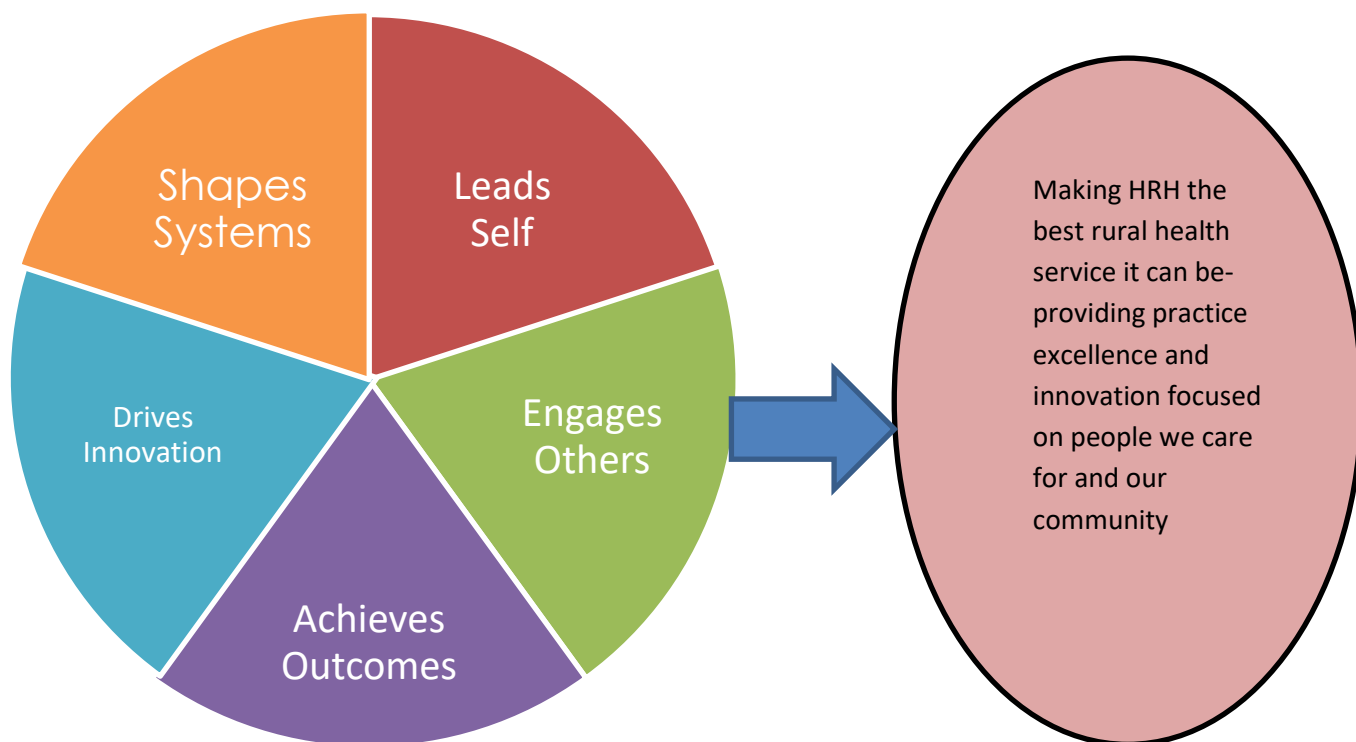
The incumbent requires the ability to make decisions and carryout set procedures in line with HRH Policy and procedures during crisis situations, which may occur when working with persons with dementia, who are frail aged, or persons with other complex care needs, without the guidance of the Community Health Manager. Such decisions will require some originality in approach with solutions usually attributable to the application of previously encountered procedures and practices. The incumbent shall recognise their own abilities and level of competence, and practice within the scope of the role.

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.

Duties and responsibilities may be reviewed in accordance with HCP Program service requirements.

PROFESSIONAL LEADERSHIP:

- Participate in the positive promotion of Heywood Rural Health.
- Be involved in health promotion activities by participating in health education of the consumer and community.
- Role model the HRH leadership capability framework by:
 - Leading Self;
 - Engaging others;
 - Achieving outcomes;
 - Driving innovation; and
 - Shaping Systems.



Position Requirements

N.B. Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this role and are not to be interpreted as being all-inclusive. Duties and responsibilities may be reviewed according to service requirements.

Position Requirements	Tick Box Below
A current National Police Check must be provided prior to commencement at HRH.	✓
Evidence of Professional Registration (if required)	✓
Current Advance Life Support (ALS) Certificate Required (For RN's only)	✓
Evidence of Professional Qualification (if required)	✓
Valid Victorian Driver's Licence (if required)	✓
Valid Trade Licence (if required)	
Satisfactory Working with Children Check (if required)	✓
Undertake Pre-Employment Check as per HRH policy (This is mandatory prior to commencement and when required during employment)	✓
Typical Work Schedule (As specified in relevant staff Roster)	
This position is worked in business hours between Monday and Friday. Availability to work additional hours occasionally is required	✓

JOB DEMANDS CHECKLIST

Heywood Rural Health endeavours to provide a safe working environment for all staff. The purpose of this section is to ensure you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and you are not placed in an environment or given tasks that would result in risks to your safety or others.

Frequency Definitions		
I	= Infrequent	Activity may be required very infrequently
O	= Occasional	Activity required occasionally, not necessarily all shifts
F	= Frequent	Activity required most shifts, up to 50% of the time
C	= Constant	Activity that exists for the majority of each shift and may involve repetitive move for prolonged periods
N/A	= Not Applicable	Activity not performed

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Physical Demands						
Sitting	Remain seated to perform tasks			✓		
Standing	Remain standing to perform tasks			✓		
Walking	Periods of walking required to perform tasks			✓		
Bending	Forward bending from waist to perform tasks		✓			
Kneeling	Remaining in a kneeling position to perform tasks	✓				
Lifting/Carrying	Light lifting and carrying		✓			
	Moderate lifting and carrying		✓			
	Assisted lifting (mechanical, equipment, person assist)	✓				
Working at Heights	Ascending and descending ladders, stools, scaffolding					✓
Pushing / Pulling	Moving objects, e.g. Trolleys, beds, wheelchairs and floor cleaning equipment	✓				

Reaching	Arms fully extended forward or raised above shoulder		✓			
Crouching	Adopting a crouching posture to perform tasks	✓				
Foot Movement	Use of leg and/or foot to operate machinery	✓				
Head Postures	Holding head in a position other than neutral (facing forward)	✓				
Fingers/Hand/Arm Movement	Repetitive movements of fingers, hands and arms e.g. computer keyboarding			✓		
Grasping/Fine Manipulation	Gripping, holding, clasping with fingers or hands		✓			
Driving	Operating a motor powered vehicle e.g. use of hospital cars, deliveries, visiting clients, tractor, ride-on mower, forklift, bus, etc.		✓			

Aspects of Normal Workplace		Frequency				
Demands	Description	I	O	F	C	N/A
Psychosocial Demands						
Distressed People	Highly emotional people crying, upset, unhappy, depressed, e.g. family violence, emergency or grief situations		✓			
Aggressive / Unpredictable People	Raised voices, yelling, swearing and arguing e.g. drug/alcohol, dementia, mental illness	✓				
Exposure to Distressing Situations	E.g. Child abuse, family violence, delivering bad news, viewing extreme injuries, viewing deceased	✓				
Environmental Demands						
Gases	Working with explosive or flammable gases requiring precautionary measures					✓
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring Personal Protective Equipment (PPE)					✓

Noise	Environmental/background noise necessitates people raising their voice to be heard					✓
Biological Hazards	E.g. Exposure to body fluids, bacteria, infection diseases requiring PPE	✓				
Cytotoxic Hazards	Handling and/or preparation of cytotoxic materials					✓
Radiation	Working with radiologic equipment					✓

Other Requirements

REQUIREMENTS	
Code of Conduct	HRH employees are expected to adhere to the values as outlined in the <i>“Code of Conduct for Victorian Public Sector Employees 2015.”</i> Breaches of the Code of Conduct may result in disciplinary action.
Compliance	During the course of your employment at HRH, you must maintain currency of all pre-screening and credentialing/other matters specified in your HRH Contract of Employment.
Confidentiality	You must ensure the affairs of HRH, its patients, residents, clients and staff remain strictly confidential and are not divulged to any third party, for any reason, except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests of HRH. Any breach of confidentiality will be viewed as a serious matter and may be the subject of disciplinary action including termination.
Contract of Employment	Your appointment is subject to your acceptance of the terms and conditions as laid out in your Contract of Employment. Terms and conditions will apply until by mutual agreement they are altered or replaced in writing.
Cultural Diversity	Recognise and respect cultural diversity within the community and be committed to respecting the individual beliefs, age gender, economic , cultural and linguistic backgrounds of HRH clients and staff
Gender Equality	As a HRH employee you will contribute to equal and measurable outcomes for women, men and gender-diverse people. This includes equal representation, status and rights, establishing equal opportunities for all people to contribute to national, political, social and cultural development; and for all to benefit from these results.
Infection Control	It is your responsibility to comply with the Infection Control policies and practices of HRH. You will also be expected to participate in infection control education yearly.
Information Technology	You will need to be aware of the need to be familiar with and able to access and use the technology systems e.g. computer, intranet, email, telephone, photocopier, facsimile machines, Data Projector. You may/will also need to become familiar with the programs used by HRH e.g. Electronic patient records –TRAK, Riskman, Platinum 5.

OH&S	<p>You are required to comply with all HRH Occupational Health and Safety policies and procedures.</p> <p>You are to take reasonable care to ensure personal safety and the safety of others who may be affected by acts or omissions of an employee in the workplace. You are to:</p> <ul style="list-style-type: none"> ▪ Follow safe work practices and use personal protective equipment as required; ▪ Participate in OH&S consultation and OH&S training initiatives; ▪ Report as soon as practicable, unsafe equipment, work practices or conditions (Occupational Health and Safety Act, clause 25) ▪ Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences; assist with any investigations and the identification of corrective actions; ▪ Co-Operate with managers and supervisors so they can meet their OH&S responsibilities; ▪ Not wilfully interfere with or misuse anything provided in the interest of health and safety or wilfully put anyone at risk; and ▪ Perform only those tasks for which you have received appropriate training and instruction.
Performance Appraisal	Your manager is responsible for conducting your performance Appraisal at three months and at least annually.
Police Check	Your appointment is subject to a satisfactory police records check. As this process can take several weeks prior to the commencement of shifts, you may supply a statutory declaration indicating you have no conviction for murder, sexual assault or assault resulting in imprisonment. These convictions will automatically preclude you from working in HRH.
Probation period	A three months’ probation period will apply.
Privacy and Confidentiality	Employment is subject to your compliance with the <i>Health Records Act</i> . This <i>Act</i> requires compliance with Principles related to privacy regarding data collection (including photos), usage and security.
Quality and Safety	<p>HRH is committed to providing Safe, High Quality Care across all services. Expectations on staff to support this include:</p> <ul style="list-style-type: none"> • Demonstrate a commitment to best practice; • Take responsibility for their own practice and share responsibility for creating and maintaining a system that provides safe, high quality health care; • Ensure all Health Service activities are in accordance with the National Safety and Quality Healthcare Standards (Organisation-Wide) – 2nd Edition, the Home Care Common Standards (Primary and Community Health) and the Aged Care Accreditation Standards – July 2019; • Actively participate in the HRH Safety and Quality Program. All staff will contribute to quality improvement activities aimed at improving patient/resident/client outcomes and maintaining accreditation standards; and • Be actively involved in processes to monitor and evaluate the performance of the services provided by the work area. <p>N.B. It is the responsibility of every staff member to be familiar with HRH Service-Wide and specific Departmental Policies & Procedures.</p>

Smoke Free Campus Policy	Smoking is prohibited throughout all buildings and vehicles controlled by HRH. This policy applies to staff, patients, residents, clients, volunteers, visitors, contractors and others.
Staff Development	You are required to attend an Orientation Day prior to commencement of employment and participate in the Professional Development Program.
Termination of Employment	Four weeks (or as per Enterprise Agreement) written notice of termination of employment to be provided to their Department Manager.

As the incumbent of this position:

- i. I acknowledge I have received a copy of this Position Description, and have read and understand the requirements of this role. I agree to work in accordance with this Position Description.
- ii. I confirm I have read the Job Demands Checklist detailed in this Position Description, understand its content, and agree to work in accordance with the requirements of this Checklist.
- iii. I also understand this Position Description forms part of my Contract of Employment with HRH.

APPROVALS	<i>Name</i>	<i>Signature</i>	<i>Date</i>
Divisional Head:			
Department Head:			
Employee:			

Please forward signed copy to:
 People & Culture Department erin.wilson@heywoodruralhealth.vic.gov.au