



## Position Description

### Intake Officer

February 2023



## Position Description: **Intake Officer**

General Details	
<b>Title:</b> Intake Officer	<b>Classification:</b> Level 4.1 0.8FTE contract to June 2025
<b>Reports to:</b> Community Programs Manager/General Manager	<b>Industrial:</b> Social Community, Homecare and Disability Services Industry Award
<b>Program/Unit:</b> Let's Talk Aged Care – Care finders	<b>Direct Reports:</b> Works under general direction. Nil direct reports.

### Role Purpose

COTA SA's Let's Talk Aged Care initiative hosts programs and services that assist older people to learn about and access aged care and other services and supports that maintain their independence and wellbeing.

Care Finders is a free service developed to support vulnerable people – who have no one else who can support them – to interact with My Aged Care, access aged care services and access other relevant supports in the community.

The national Care Finder program began on 1 January 2023 with the Federal Government Department of Health funding the Primary Health Networks across Australia to coordinate Care Finder provider organisations. COTA SA is funded by the Adelaide PHN (APHN) to deliver a Care Finder service to vulnerable older people living in the Adelaide metropolitan area.

Working closely with and supporting a small team of Care Finders, the Intake Officer will be a warm and engaging person and the first point of contact for older people and referrers accessing the Care finders program. Ensuring a 'no wrong door' approach the Intake Officer will quickly build rapport and trust with customers, determine their eligibility and circumstances and connect them with a Care finder or facilitate referral onto other relevant support services. The care finder's team will also benefit from your coordination and support with assertive outreach activities across the Adelaide metropolitan area.

The Intake Officer will work with COTA SA's Customer Service staff and volunteers to ensure that appropriate and current information is provided to callers and customers. Collaborating with the Customer Service and Administration staff team, the Intake Officer will also maintain effective data collection and reporting systems and processes and contribute to reporting to COTA SA Management, APHN and the Care Finder program nationally.

In collaboration with the care finder team and COTA SA's Communications staff, the Intake Officer will develop and implement innovative communications, marketing and outreach activities that result in the engagement of individuals within the care finder target population.

Function	Key Responsibilities
<b>Perform a welcoming intake function for callers and customers regarding aged care services and supports</b>	<ul style="list-style-type: none"> <li>– Respond in a timely fashion to contact from older people and their representatives, family or other referrers, via telephone, in person, email and any other means.</li> <li>– Determine eligibility for the Care finders program.</li> <li>– Record accurate information about customers.</li> <li>– Ensure care finder customers are linked to a Care Finder for support.</li> <li>– Facilitate referrals to other appropriate services and ensure customers are satisfied.</li> <li>– Provide information to older people and referrers in ways that are accessible and understandable to enable effective decision making</li> </ul>
<b>Contribute to coordination of assertive</b>	Working with the Care Finder team, plan, arrange and contribute to the undertaking of assertive outreach activities across the Adelaide metropolitan region to identify and engage with vulnerable older people.

<b>outreach activities</b>	<p>Proactively seek opportunities for delivery of the program to the target audience that are creative, innovative and ensure the greatest reach.</p> <p>Liaise with networks and community organisations to promote the Let's Talk Aged Care and Care Finder services.</p>
<b>Administration and records management</b>	<p>Work with Care Finders to monitor and maintain accurate records of customers and interactions using COTA SA's Zoho CRM.</p> <p>Work with Administration staff to maintain processes and functions that enable accurate record keeping and reporting.</p> <p>Provide relevant referral information to colleagues and other agencies.</p> <p>Support Community Programs Manager and Care Finders team to collect, collate and interpret program data using COTA SA's Zoho CRM.</p> <p>Collate data and report to management monthly and as required.</p> <p>Ensure record keeping is in line with data privacy principles and program requirements.</p>
<b>Participate in evaluation and review activities</b>	<p>Support Community Programs Manager and Care Finders team to undertake evaluation, review and continuous improvement activities as required by COTA SA, APHN and the program evaluators.</p> <p>Participate in information sharing, communication and professional development with staff and volunteer colleagues as required.</p>
<b>Maintain knowledge about, and collaboration with aged care and other services and supports</b>	<p>Research, share and maintain knowledge about aged care and other related services and supports that enable older people living in metropolitan Adelaide to maintain their health, wellbeing and independence.</p> <p>Contribute to collecting and sharing aged care, health and other relevant information useful for older people and care finders customers, within the Lets' Talk Aged Care and wider COTA SA team.</p> <p>Work collaboratively with other services to ensure effective referrals.</p>
<b>COTA SA team culture</b>	<ul style="list-style-type: none"> <li>– Show a commitment to COTA SA values of respect, diversity, equity, collaboration, integrity and independence.</li> <li>– Contribute to the work of COTA SA through participation in team and whole staff meetings, planning meetings and initiatives.</li> <li>– Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills, experience and knowledge.</li> <li>– Display professional personal presentation.</li> <li>– Undertake relevant personal and technical skills development as relevant to the position.</li> <li>– Display a positive and proactive results-focussed 'can-do' attitude and behaviour.</li> </ul>

Selection Criteria		
	Essential	Desirable
<b>Training/Qualifications</b>	Tertiary qualifications in Social Work, Aged Care, Nursing, Health Sciences, or other relevant discipline or significant equivalent work experience.	Mental Health First Aid

<b>Experience/ Knowledge</b>	<p>Highly developed oral, written and interpersonal communication and problem solving skills.</p> <p>Demonstrated knowledge and experience in delivering exceptional customer service to older people.</p> <p>Highly developed organisational and time management skills together with an ability to work effectively as part of a small team.</p> <p>Good understanding of the aged care system and in navigating the system, including aged care assessments.</p> <p>Experience in liaising with vulnerable older people from diverse backgrounds eg LGBTI, Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities, and those experiencing financial and social disadvantage.</p> <p>Knowledge of the aged care and related sectors and networks in the Adelaide Metropolitan area.</p> <p>Knowledge of Workplace Health &amp; Safety requirements and risk management planning.</p>	<p>Knowledge of and experience using Zoho CRM</p> <p>Defensible Documentation</p>
<b>Skills/ Abilities</b>	<p>Empathetic approach, person-centred practice and the ability to quickly build trust and rapport with a diverse range of customers.</p> <p>Exceptional information technology skills including competency with Microsoft Office, Outlook and Teams, and using CRM systems.</p> <p>Communications and marketing understanding, skills and abilities.</p>	
<b>Licences/ Certificates</b>	<p>A satisfactory National Criminal History Record Check</p> <p>Unencumbered SA Driver's Licence</p>	

### Special Conditions

- The position is subject to compliance with COTA SA's various policies and procedures including Code of Conduct and COTA SA Service Charter, and is subject to a three month probation period.
- There may be a requirement to work outside of normal business hours.
- Duties of the position may vary according to business needs.
- Some travel in metropolitan Adelaide may be required from time to time. Regional or interstate travel may be required.

**Supervisor Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_