

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Client Assessment and Review Officer	Department	Community Programs
Location	Adelaide Metro	Direct/Indirect Reports	Nil
Reports to	Coordinator, Administration and Quality	Date Revised	November 2019
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0008711

■ Position Summary

The Client Assessment and Review Officer is responsible for providing a goal orientated, person centred, strengths based assessment and/or review to support and ensure services provided, support clients to maintain their independence. This position is a key contact point for service coordinators, stakeholders and clients to ensure timely and client centered intake to services. The position monitors the capacity by working closely with the Coordinator to ensure appropriate resourcing in place to deliver assessment and review function.

■ Position Responsibilities

Key Responsibilities

- Conduct phone and in home client assessments in accordance with Red Cross procedures and associated timelines and sector standards
- Develop goal orientated client service plans and provide relevant documentation to the clients including a welcome letter, service plan, privacy collection notices and other documents as appropriate and relevant
- Act as an advocate for clients in relation to information provision, relationships with other service providers and My Aged Care, and timely and affordable access to services
- Maintain accurate paper files and electronic records, tracking systems and database of all clients to ensure timely intake and records management in accordance with Red Cross policy and legislative requirements
- Conduct regular client service plan reviews to ensure goals are being met and ensure changing needs are being responded to in a timely and effective manner
- Analysis of client feedback to facilitate client co-design approach to future plan for service delivery model
- In collaboration with program Coordinators, provide support to improve client retention and engagement with the service, build customer loyalty and improve visibility of Red Cross services across the State
- Respond to enquiries and referrals promptly including My Aged Care in accordance with Red Cross policy and service procedures, provide information, advocate and re-refer clients to appropriate service(s) as necessary
- Work effectively with program volunteers on a daily basis to maintain continuity of service and provide direction to the team of volunteers in conjunction with other staff members

■ Position Selection Criteria

Technical Competencies

- Strong administrative, record keeping and information technology skills
- Ability to work independently, prioritize workload and demonstrate confidence in own knowledge base and decision making capacity
- Experience working with people with diverse backgrounds
- Demonstrated knowledge of the terms and conditions in the sector

Qualifications/Licenses

- Certificate III in Community Services and/or Restorative Care for Older People (desirable)
- SA Driver's license or equivalent
- Disability Services and Employment screening is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters