

## POSITION DESCRIPTION

# NSLHD - Intake and Scheduling Team Leader, Aged Care Assessment Service



<b>Organisation</b>	NSW Health
<b>Local Health District / Agency</b>	Northern Sydney Local Health District
<b>Position Classification</b>	Occupational Therapist Lvl 3, Physiotherapist Lvl 3, Social Worker Lvl 3, Speech Pathologist Lvl 3 or Nurse equivalent
<b>State Award</b>	NSW Health Service Health Professionals (State) Award
<b>Category</b>	Allied Health   Health Clinician
<b>Website</b>	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work every day. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Intake and Scheduling Team Leader is responsible for the day-to-day operation of works tasks in the Intake and Scheduling Team. This includes managing staff, work allocation and liaising with internal and external stakeholders to ensure effective intake and scheduling of Aged Care Assessment Service clients for clinical (including ANACC) and non-clinical assessments under a single assessment service.

Provide leadership in the coordination of intake processes within NSLHD's Aged Care Assessment Intake Service. This intake service will provide intake for NSLHD's single assessment service encompassing clinical and non-clinical assessment services. Provide expert clinical leadership to the ACAS Intake Service to meet Commonwealth requirements and the provision of a high-quality ACAS service.

A key function of this assessment process is the determination of the client's eligibility for approval to access aged care services as set out by the Aged Care Act (1997).

Plan, coordinate, and implement in-depth levels of clinical expertise and extensive specialised knowledge within their discipline in order to provide high quality assessment to clients and their families of the Aged Care Assessment Service consistent with NSW Health, Northern Sydney Local Health District (NSLHD) policies, procedures and standards.

## COVID-19 VACCINATION COMPLIANCY

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All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## **RESPIRATOR USE**

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## **KEY ACCOUNTABILITIES**

- Manage the intake process of clients referred to the Single Assessment Service in consultation with the District Aged Care Assessment Services Manager to ensure clients are being managed in an equitable and efficient manner, determine priority category and supervise the allocation of assessments to clinicians at the four NSLHD ACAS sites – for clinical (including ANACC) and non-clinical assessments.
- Assess, plan, organise, deliver, evaluate, and report on the provision of high quality care in accordance with their association or Registration Board, NSW Health and NSLHD policies and clinical practices, to achieve patient/client health outcomes within specified timeframes.
- Demonstrate advanced reasoning skills that enhance the service's ability to manage more complex patients/clients within the clinical specialty and exercise independent professional judgement in solving problems and managing cases where principles, procedures, techniques and methods require expansion, adaptation or modification. Provide guidance and support to Central Intake on the appropriate management of specialist referrals such as younger persons with disability and those with significant mental health history. This will require a solid working knowledge of the National Disability Insurance Scheme.
- Communicate effectively in a culturally sensitive manner with patients/clients, families, and other health care professionals to plan intervention strategies to ensure patients' needs are identified and provide clinical services to client groups and circumstances of a complex nature requiring advanced practice skills and clearly articulate these to others in the team. Maintain a high standard of communication to promote constructive team relationships that facilitate a cooperative and collaborative approach to service delivery.
- Provide in-depth advice and support to health care professionals within the multi-disciplinary team and act in a consultative role within the specialty area, in order to establish coordinated and continuity of care to patients/clients.
- Apply professional knowledge and judgement when performing novel, complex or critical tasks. Plan and prioritise own and teamwork requirements to effectively meet defined patient/client care objectives within agreed timeframes.
- Maintain up to date knowledge and skills, and practice within the risk management, safety, and quality frameworks as applicable to NSLHD, to ensure the health and safety of staff, patients and visitors.
- Identify opportunities for improvement in clinical practice and develop and lead ongoing quality improvement activities with other staff and contribute to the development of policies, procedures,

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standards and practices in order to continuously improve the level of service provided to patients/clients. This includes developing, implementing and adopting efficient intake processes including electronic intake processes and scheduling.

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees.
- Maintain responsibility for personal and professional development by participating in evidence based practice activities, training/education, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.
- Develop consistent intake processes for clinical (including ANACC) and non-clinical services.
- Promote quality and safety of services by providing support to intake team including clinical and non-clinical staff.
- Provide clinical and non-clinical education programs and participate in performance development processes and provide supervision in order to contribute to staff professional growth and to facilitate learning across the team.
- Provide guidance and opportunities for cohesion and peer support for non-clinical intake team members by implementation of appropriate forums for example group education and supervision.
- Assist with reporting and advise the Manager of Aged Care Assessment Services of issues that are developing and the service's operational and clinical performance and feedback as required.
- Develop, implement and evaluate policies and procedures relating to the management of Aged Care Assessment Intake and Scheduling functions to meet the changing needs of the community and organisation.
- All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers.

## KEY CHALLENGES

- Utilizing limited resources to meet competing patient/client needs and expectations and dealing with high volume workloads while at the same time achieving positive outcomes. Managing time and prioritising issues given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. Managing patients/clients with challenging behaviours.
- Ensuring the efficient operation of the NSLHD ACAS Intake process in accordance with ACAS Guidelines and maintenance of Key Performance Indicators.

KEY RELATIONSHIPS	
Who	Why
District Aged Care Assessment Services Manager	Line manager
ACAS Intake Team	Direct reports
ACAS Assessors	Collaborative approach to service delivery
Manager of Aged, Chronic Care and Allied Health	Reporting and organizational management

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## **SELECTION CRITERIA**

1. Tertiary qualification in Nursing, Social Work, Physiotherapy, Occupational Therapy or Psychology and eligibility for registration with APHRA or membership of their professional body.
2. Demonstrated high level clinical experience in comprehensive assessment of the ACAS target population and care planning activities within the ACAS system. Demonstrated knowledge of the Aged Care Act, Principles and Guidelines, the management of Abuse of the Elderly and NSW Guardianship Tribunal requirements and the ability to interpret and communicate these to staff and stakeholders and how these matters affect intake processes.
3. Excellent negotiation, decision making and advocacy skills including the ability to interact constructively and collaboratively with a diverse range of stakeholders, throughout all organisational levels.
4. Ability to provide in-depth advice to enhance service delivery and intake processes and to guide and support others in providing service excellence, with the capacity to provide clinical supervision to other staff.
5. Ability to work as part of a multi-disciplinary team and to apply advanced reasoning skills and independent professional judgement when dealing with situations of a novel, complex or critical nature.
6. Ability to initiate, lead, complete and share quality improvement initiatives and service evaluation processes and lead ongoing quality improvement activities with other staff.
7. Demonstrated commitment to ongoing clinical and professional learning.
8. Current NSW Drivers Licence.

## **OTHER REQUIREMENTS**

- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees.

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## CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

### Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Advanced</b>
	Value Diversity and Inclusion	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Advanced	<ul style="list-style-type: none"><li>• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement</li><li>• Actively seek, reflect and act on feedback on own performance</li><li>• Translate negative feedback into an opportunity to improve</li><li>• Maintain a high level of personal motivation</li><li>• Take the initiative and act in a decisive way</li></ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"><li>• Build a supportive and co-operative team environment</li><li>• Share information and learning across teams</li><li>• Acknowledge outcomes which were achieved by effective collaboration</li><li>• Engage other teams/units to share information and solve issues and problems jointly</li><li>• Support others in challenging situations</li></ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"><li>• Understand the team/unit objectives and align operational activities accordingly</li><li>• Initiate, and develop team goals and plans and use feedback to inform future planning</li><li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary</li><li>• Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li><li>• Accommodate and respond with initiative to changing priorities and operating environments</li></ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"><li>• Apply computer applications that enable performance of more complex tasks</li><li>• Apply practical skills in the use of relevant technology</li><li>• Make effective use of records, information and knowledge management functions and systems</li><li>• Understand and comply with information and communications security and acceptable use policies</li><li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li></ul>

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**Job Demands for:** NSLHD - Intake Coordinator, Aged Care Assessment Service

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Frequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p>

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Not Applicable	Not Applicable
<b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps  Occasional	<b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)  Infrequent
<b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)  Not Applicable	<b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)  Not Applicable
<b>Reaching</b> - arms fully extended forward or raised above shoulder  Infrequent	<b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body  Not Applicable
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)  Not Applicable	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms  Frequent
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands  Occasional	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work  Not Applicable



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<b>Driving</b> - Operating any motor powered vehicle  Occasional	
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### Sensory Demands

<b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)  Constant	<b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)  Constant
<b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)  Not Applicable	<b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)  Not Applicable
<b>Touch</b> - use of touch is an integral part of work performance  Infrequent	

### Psychosocial Demands

<b>Distressed People</b> - e.g. emergency or grief situations  Infrequent	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness  Infrequent
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<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries  Occasional	<b>Restraining</b> - involvement in physical containment of patients/clients  Not Applicable
<b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies  Infrequent	

### Environmental Demands

<b>Dust</b> - exposure to atmospheric dust  Not Applicable	<b>Gases</b> - working with explosive or flammable gases requiring precautionary measures  Not Applicable
<b>Fumes</b> - exposure to noxious or toxic fumes  Not Applicable	<b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE  Not Applicable
<b>Hazardous Substances</b> - e.g. dry chemicals, glues  Not Applicable	<b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard  Not Applicable
<b>Inadequate Lighting</b> - risk of trips, falls or eyestrain	<b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight

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Not Applicable	Not Applicable
<b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C  Not Applicable	<b>Confined Spaces</b> - areas where only one egress (escape route) exists  Not Applicable
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground  Infrequent	<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls  Not Applicable
<b>Working At Heights</b> - ladders/stepladders/scaffolding are required to perform tasks  Not Applicable	<b>Biological Hazards</b> - exposure to body fluids, bacteria, infectious diseases  Not Applicable