

POSITION DESCRIPTION



TITLE	Aged Care Liaison Officer
DEPARTMENT	Tourism & Economic Development
AWARD	Queensland Local Government Industry (Stream A) Award – State 2017
LEVEL	LGOA L3.1 – L3.4 (Part Time/Maximum Term 12 months)
REPORTING OFFICER	Librarian / Health & Wellbeing Officer
DELEGATIONS	As per Councils Register of Delegations

ORGANISATIONAL VALUES

Are the fundamental beliefs that define our culture and behavior, reinforcing our relations with each other and our community.

COMMUNICATION We are “HOT” Honest, Open & Two-way - It is the transaction of ideas, thought, information, facts & values between council, staff & community

FUN We laugh together, We work together - Work is only work if you make it so. In every job that must be done there is an element of fun.

POTENTIAL We encourage growth - Giving everyone a chance to reach their full potential is the best work anyone can do.

COURAGE We plan to succeed – Excuses for failure are not documented. Fear is not present because no one ever works alone. Change is constant, growth is optional

SAFETY We think, act & promote safety – Safety isn’t a slogan it is a way of life.

COMMITMENT We are passionate & engaged – Commitment ignites our actions and drives our performance. It fuels our passion for a job well done.

DEPARTMENT SUMMARY

Assisting skilled and valued workforce that is motivated to consistently deliver high levels of service in a safe and efficient manner. We take pride in working together to build distinctive communities and create places and events which bring people together, places where neighbours know each other and help new residents embrace our country lifestyle. We want to engage people in healthy habits and provide options that support the lifecycle via the Tourism Activation Plan.

OBJECTIVES

The objective of this position is to provide high level support to the ageing population in the Bulloo Shire Council. This position will be based out of the Teelow Court Independent Living complex.

KEY RESPONSIBILITIES

- Assist Bulloo Shire community members to register with My Aged Care
- Arrange meetings with ACAT Team from Roma
- Assist with ACAT Assessments
- Assist community members to become registered with aged care providers

- Liaison with Thargomindah Outpatients Centre
- Property visits with the Rural Services Team as required
- Liaise with Aged Care providers
- Liaise with Aged Care/Healthy Ageing Service providers
- Assist aged community with internet communication services such as Zoom meetings and Tele-Health conferences when required
- Assist with any Centrelink, Telstra or other government agency requirements of aged community members
- Assist in facilitating & delivering group and individual activities for aged community members
- Build relationships with the aged community by creating personal connections and taking an interest in their lives
- Any other duties as directed that are within the limits of the incumbents' skill, competence and training.

REQUIREMENTS OF THE POSITION

NECESSARY SKILLS & EXPERIENCE (SELECTION CRITERIA):

(R) - Required / (D) - Desirable (training could be provided)

- Proven ability to work autonomously or as a member of a team **(R)**
- Developed computer skills including the ability to quickly acquire knowledge of specific software including i.e. Microsoft Office Word, Excel, Outlook **(R)**
- Complaint handling skills, sound telephone techniques and ability to provide excellent customer service **(R)**
- Excellent oral, written and interpersonal skills **(R)**
- Demonstrated basic skills in oral and written communication with clients and other members of the public **(R)**
- Demonstrated ability to work alone with limited supervision and work cooperatively as part of a team **(R)**
- Previous nursing or aged care experience would be an asset **(D)**
- Current Drivers license (R) (preferably MR License) **(R)**
- Current First Aid Certificate (R)

DUTY OF WORKERS

While at work, a worker must:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the PCBU to allow the person to comply with the WHS Act; and
- co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to workers.

DUTIES OF WORKER USE PPE

- (1) This section applies if a PCBU provides a worker with PPE.
- (2) The worker must, so far as the worker is reasonably able, use or wear the equipment in accordance with any information, training or reasonable instruction by the PCBU.
- (3) The worker must not intentionally misuse or damage the equipment.