

Human Resources

Position Description



Position Title: Health Services Officer

Accountable To: Business Manager, National Operational Manager Health & Training

Mentors: Health Services Officer

Position Overview

The Health Services Officer is responsible for ensuring quality health professional services across MAXimusSolutions Health & MAXEmployment Services as required.

Personal Attributes

To be successful in this role you must have a flexible approach to delivering a range of services across one or more of the above divisions with the ability to travel between sites and home visits as required. Our dynamic Health Services Officers provide a solution focus whilst ensuring compliance with MAXNetwork contractual obligations, philosophy's and quality standards.

General Responsibilities

Duties:

- Delivering individual and group discipline specific services, including vocational, clinical and medico-legal assessments and counselling that are consistent with MAXNetwork philosophy and quality standards
- Ensuring all administrative requirements are adhered to including written reports and internal/external invoicing
- Advising National Operations Manager – Health Services on areas pertaining to the provision of discipline specific services (ie; resources, staffing, billable hours, legal & ethical issues)
- Promoting MAXNetwork services and maintaining a high profile and professional company image
- Maintaining professional registration and resources necessary for the provision of discipline specific services
- Maintaining and reporting statistics relating to the provision of services to the National Operations Manager – Health Services
- Liaising with Senior Health Service Officers for quality of service delivery, mentoring and discipline specific supervision
- Developing relationships with key agencies and organisations
- Contributing in the proposals for future Health Services business
- Participating in and delivering professional development and training as required
- Involvement and Participation in MAXNetwork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetwork quality standards
- Other duties as requested

Division Specific Responsibilities

MAXNetwork Employment

- Performing health services training including the delivery of Works For You, Advanced Job Search Training, assisting clients with job seeking activities, delivering one-on-one counselling, and working as a member of the Employment Services Team
- Assisting with WFY Training and inducting new staff as negotiated with National Operations. (eg. delivering WFY while new staff member observes the program, training in Workset, report writing, policies and procedures and completing formal training using the WFY training video)
- Participating in client case management case review meetings, post placement support and the delivery of other employment services programs and services as required
- Liaising with local Centrelink offices to facilitate positive and effective relationships

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MAXNetWork Health

- § Discipline specific assessment and treatment services within a multi-disciplinary team Performing case management activities consistent with FaCS contractual and legislative requirements
- § Assessing clients needs, developing action plans to address barriers, referring clients to external agencies and coordinating client programs
- § Ensuring the outcomes, claims and service requirements are met
- § Advocating and referring on behalf of clients for access to community services and resources
- § Progressing clients to ensure that their barriers are addressed in a goal orientated and pro-active manner
- § Participating in case review meetings
- § Liaising with local Centrelink offices to facilitate positive and effective relationships
- § Liaising with other PSP providers and promoting the services offered by MAXNetWork.

Psychologists

- Psychological, Vocational and Employability Assessments for Medico-legal purposes
- Organisational Psychology including Psychometric testing
- Occupational Rehabilitation
- Employee Assistance Program – counselling, critical incident debriefing
- WorkCover – return to work plans

Physiotherapist

- Musculoskeletal physiotherapy
- Orthopaedic physiotherapy
- Occupational physiotherapy
- General physiotherapy services

Occupational Therapists

- Occupational and vocational rehabilitation including ergonomic audits, work site assessments, return to work or suitable duties plans, case management/rehabilitation plans, education and training.
- Functional Capacity Evaluations, Employability Assessments and Occupational Home Assessments for Medico-legal purposes.
- Occupational Therapy Assessment services including aids and equipment, home modifications, and ADL assessment and plans
- General Occupational Therapy services
- Employee Assistance Program – counselling, stress management
- WorkCover – return to work plans.

Standards and Regulations

The Health Services Officer is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC3 Contractual requirements including participation reporting as required
- MAXNetwork's Responsibilities/Authority Matrix
- Employment Services Industry Code of Conduct
- DEWR Complaints Procedure
- EA2000/3000 Job Aids
- FaCS program guidelines, policies and procedures manual and funding agreement (PSP)
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

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Selection Criteria

Qualifications

Tertiary qualifications in your health services profession are essential to a standard acceptable to qualify for professional membership.

Key Skills/Attributes required to fulfil position

General

- High level of professional skills as related to individual area of expertise
- Practical application of the relevant qualification is essential
- Practical experience and the appreciation of vocational issues/rehabilitation preferred
- Advanced oral and written communication
- Effective, positive problem solving and conflict resolution skills
- Excellent organisational and administrative skills
- Ability to work to schedules and reporting deadlines
- Knowledge of relevant legislation including; anti-discrimination, equal employment opportunity, occupational health and safety, privacy and freedom of information and relevant WorkCover or accident compensation legislation
- Computer skills – Intermediate Word, Excel, Access, Internet & E-mail

Employment Services

- Able to demonstrate through past performance an ability to effectively place clients into sustainable employment outcomes
- Excellent group facilitation skills
- The ability to deliver interventions in group or individual format
- Proven ability to implement innovative client and outcome focussed strategies
- Understanding of barriers to employment and affects of unemployment.
- Commercial and labour trends awareness.
- EA3000 experience preferred

Care

- Knowledge of case management processes and philosophy
- EA2000 Experience preferred

Health

- Medico-legal assessment skills
- Knowledge of relevant injury management and rehabilitation processes and philosophy in particular as it relates to occupational rehabilitation.

Additional Factors

- Travelling between offices and client home visits is a requirement of this position
- This position may require occasional attendance at meetings, training or professional development outside normal business hours
- Must be willing to participate in relevant discipline specific supervision where required
- Successful applicants are required to maintain a standard of professional knowledge, skills and equipment to undertake your Health Services duties
- Flexibility to work across all MAXNetwork divisions is a requirement of this position
- This role may involve some on-call work (paid in accordance with MAXNetworks on-call remuneration guidelines) for MAXNetwork clients as required
- Registration with the state professional board (where required for each state) is essential
- Professional accreditation is desirable