

Greatness Starts Here



Position Description – Engagement Officer

Award or EBA:	Health & Allied Services, Managers & Admin EBA 2022 – 2026
Classification/Grade:	Grade 3
Directorate:	Primary Care, Disability & Individualised Services
Reports to:	Team Leader
Direct Reports:	Nil

Our vision is ensuring the health and wellbeing of our community. Our [values](#) are:



About Us

Over the past three years, DPV Health has embarked on an exciting cultural transformation called the DPV Health Way. This included a values refresh, with renewed focus on Our People, their contribution to our organisation and community and enforcing our commitment to excellent care, supporting every employee in leading a happy, balanced, fulfilling life; no matter who they are, where they are from – or where they are going. Our workplace culture is committed to DPV Health values and celebrates workforce diversity reinforcing the positive approach we have to the way people contribute, communicate, engage and interact.

Our People deserve to feel empowered and supported as they pursue their professional goals, learn new skills, and achieve meaningful milestones in their work. At DPV Health, we foster an environment that promotes greater growth, innovation, and collaboration, so you can feel elevated every day.

We invest in Our People, proudly offering a diverse range of opportunities including knowledge sharing, ongoing learning and development, leadership development, connectedness, and celebration; these are key pillars in our culture.

About the Role

This position is responsible to support the smooth intake pathway and transition to services by working alongside people who have an Individualised Packages such as NDIS plans / Home care Packages. Working together with the client to develop a service agreement with DPV Health. The Individualised Care & Engagement Officer may also support clients that access DPV Health with other pathway and transition to service delivery and supports.

Being the first point of contact as an Engagement Officer you must understand the characteristics and health needs of the local diverse communities as per the new imbedded DPV health Values, to meet the Excellent Customer Services standards. You must embrace change!

As an Engagement Officer, Teamwork and collaboration is a must, as a great part of this role is to liaise and communicate with internal departments such as but not limited to the finance, IT, Support Coordination, People and Culture and all Allied Health Services. Collaboration is also with the external stakeholders such as the NDIS, MAC, DFFH and other external providers.

Engagement Officers require punctuality and excellent time management skills to support achieving set deadlines, such as intake referrals. Additionally, superior coordination skills that ensure all records and data base requirements, administrative and office processes are completed and support the broader team.

Roles Key Accountabilities

Service Delivery

- Ensure all NDIS/HCP clients enquiries onsite or electronically are responded to within required timeframes
- Undertake a thorough screening process of prospective clients to determine their eligibility for our service
- Undertake assessments based on client needs, NDIS plan and Home Care Package, and DPV's ability to deliver against client's aspirations
- Commitment to achieve positive outcomes for NDIS, MAC and other clients that access DPV Health Services
- Build client knowledge and understanding of funding streams, processes and DPV Health service bundles
- Develop and implement service agreement and other required documents
- Work with the client and or their representative to understand goals and to develop a schedule of services in line with the NDIS plan/Home Care Package ensuring clients choice and control has been reflected
- Advocate and empower clients in relation to understanding their rights and responsibilities
- Identify financial contributions clients will need to make and discuss these with clients and their representative
- Understanding of a market driven environment
- Support and contribute to service delivery growth and development opportunities
- Support quality improvement processes identified as relevant to the service delivery area
- Display a commitment to partnering with clients to facilitate effective engagement and participation with quality outcomes and improvements

- Identify and continually improve service delivery from a client, quality and organisational view
- Use of DPV Health systems such as Riskman, Carelink, ESS, e3, and external systems including My Aged Care portal/PRODA

Reporting, System and Analytics

- Ensure accurate and timely administrative documentation and data entry into DPV client management systems, as per DPV Health procedures, including but not limited to:
 - Appropriate record keeping of all client communication, emails, consent, preparation of and acknowledgement and signature for all service agreements
- Documentation as required including all electronic client profiles and data action points are created.
- Provide support to service and finance program managers in preparation of NDIS monitoring reports & documentation in addition qualitative reports for internal committees
- Provide high quality concise and timely reports
- Actively use and regularly analysis data from DPV Health system to make necessary business recommendations to the Team Leader (e.g. Care link, Microsoft Business Intelligence, My bookings)
- Continually review service/support provided to analyse success and areas of improvement
- Contribute to development and review of operational and service procedures

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of the Engagement Team and NDIS/HCP programs
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations
- Achieve targets/budgets for Engagement Team
- Ensure Finance team/Business support staff have relevant documentation to process invoicing/billing and payment in relation to the NDIS plan/HCP Package and services delivered.
- Reconcile billing with hours delivered within agreed benchmark
- Maintain accurate financial records of all client attendance and use these to reconcile against staff rosters to initiate invoice to the relevant person/department for payment.

Culture, Engagement, Diversity – People Experience

- Demonstrates behaviours aligned with DPV Health Values and Code of Conduct
- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions, and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment, and inappropriate conduct
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation supports both quality and department standards
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of client care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key roles and responsibilities and associated performance indicators for this position. The above list is not intended to be complete. Other tasks may be assigned from time to time to meet the needs of the organisation. Specific actions and objectives of this role will be outlined through the goal setting and review process.

DPV Health Requirements

- Current Victorian Drivers Licence
- NDIS Clearance Check
- Travel between sites may be required
- Valid Working with Children Check
- Level 2 First Aid Certificate
- Satisfactory Police Check & International Police Check
- Evidence of Covid-19 vaccination
(or valid medical exemption)

Authority

The occupant of this position has authority as per the delegation manual.

Key Selection Criteria

Qualifications

- Tertiary qualification equivalent to Certificate III or IV Disability Services or Ageing Support or other relevant qualification (e.g. Community Services)
- Demonstrated knowledge and understanding of the NDIS and Home Care Package environment including business rules, funding, support requirements, service Standards and guidelines – Mandatory
- Current Level 2 First Aid Certificate
- Second language preferable

Experience & Skills

Professional

- Demonstrated experience in working in the NDIS / Home Care sector focused on individual planning and service delivery, with PRODA and MAC systems experience – Mandatory
- Demonstrated responsiveness to client needs and wants (Internal and external)
- Ability to work with people with a disability of all ages, their families or carer and experience working with people from CALD communities
- Proficient Intermediate to advanced IT skills, i.e. Microsoft Office Suite, Client Management Systems
- Ability to analysis and interpret the NDIS Act and price guide and Home Care Package guidelines
- Ability to translate government policy into service delivery
- Ability to present complex information in an easily understood and accessible format
- Strong attention to detail and demonstrated time management skills

Interpersonal

- Excellent verbal communication skills
- Excellent written communication, including reliable record keeping using client management system
- Demonstrated experience in working with and communicating effectively with people with disabilities, decision makers including families and community stakeholders
- Demonstrated collaborative working relationships in diverse teams
- Demonstrated Initiative

Employee Acknowledgement

I, _____, acknowledge I have read and understood this position descriptions and the requirements of my role.

Signature _____ Date _____