

Human Resources

Position Description



MAXimusSolutions
A U S T R A L I A

Position Title: Health Services Officer

Accountable To: Team Leader Health, State Manager Health & General Manager Health

Company Overview

MAXimusSolutions Australia is a division of MAX Employment a multi-disciplinary organisation providing high quality return to work health assessments, clinical treatment, employment and training services across Australia. MAX Employment has developed a recognised integrated model of combining employment, health and training solutions for a range of intervention services.

MAXimusSolutions Australia employs a team of fully qualified and accredited health professionals to assist with the management of government human services programs. We specialise in assessments, rehabilitation, return to work programs and occupational health. Our multi-disciplinary team includes physiotherapists, occupational therapists, psychologists, rehabilitation consultants, exercise physiologists and other specialists.

Our range of comprehensive health services includes:

- Job Capacity Assessments of medical, physical and psychological barriers to returning to and sustaining employment.
- Short term evidenced based clinical interventions in a multidisciplinary setting to improve occupational capacity (including CBT, counselling, work conditioning, pain management and social case work.
- Health management programs for occupational wellbeing solutions including injury management and rehabilitation services.
- Employee assistance programs and critical incident debriefing.
- Medico-legal services such as expert evaluation and assessments.
- Retrenchment/job placement services including career transition counselling.
- Occupational health services including psychological assessment interviews, personality profiling, and pre-employment physical screening.

Position Overview

The Health Services Officer in MAXimusSolutions Australia Health is responsible for linking quality health professional services to occupational goals. The Health Services Officer works in conjunction with a range of stakeholders to deliver health solutions to Government and private industry. A Health Services Officer conducts a variety of functions including assessments, individual and group interventions, case reviews, peer support to our stakeholders and sustainability programs with employers.

Personal Attributes

To be successful in this role you must have a flexible, positive and innovative approach to delivering a range of services across all of our programs with the ability to travel between sites as required. Our dynamic Health Service Officers provide a solution focused, evidence based approach that links health to sustainable employment. Health Services Officers are also highly performance focused and compliant with MAXNetwork contractual obligations, philosophy's and quality standards.

Human Resources

Position Description



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A U S T R A L I A

General Duties and Responsibilities

- Delivering individual and group discipline specific services, including assessments, clinical intervention, vocational assessments and counselling services (where discipline appropriate) that are consistent with MaximusSolutions Australia philosophy and quality standards
- Providing services that are evidence based and solution focused for job seekers returning to work
- Working as part of an employment team to achieve the goals of the organisation
- Contribute to a multidisciplinary team of psychologists, physiotherapists, occupational therapists, exercise physiologists and rehabilitation counsellors
- Performing quality services consistent with DEEWR & DHS contractual and legislative requirements
- Ensuring all administrative requirements are adhered to including written reports and internal/external invoicing
- Marketing and promotion of MaximusSolutions Australia services whilst maintaining a high profile and professional company image
- Developing relationships with key agencies and organisations including liaising with local Centrelink offices to facilitate positive and effective relationships
- Maintaining professional registration and resources necessary for the provision of discipline specific services
- Maintaining and reporting statistics relating to the provision of services
- Liaising with management for quality of service delivery, mentoring and discipline specific supervision
- Contributing in the proposals for future health services business
- Participating in and delivering professional development, case review meetings and training as required
- Involvement and participation in MAXNetwork and MaximusSolutions Australia meetings and functions as required
- Other duties as negotiated

Other Discipline Specific Duties and Responsibilities

Psychologists

- Assessments for psychological work capacity including an awareness of multidisciplinary barriers
- Clinical and intellectual testing using psychometric testing where appropriate
- Clinical and vocational counselling for job seekers returning to work
- Solution focused clinical intervention that links to employment
- Cognitive behavioural therapy and other modes of evidence based practice
- Occupational Rehabilitation and liaison with case managers, worksites and job seekers
- Employee Assistance Program including counselling and critical incident debriefing

Social Workers

- Assessments for work capacity including an awareness of multidisciplinary barriers
- Solution focused and evidenced based intervention that links to employment
- Counselling and social casework for job seekers that links to employment
- Occupational Rehabilitation and liaison with case managers, worksites and job seekers

Physiotherapists

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs

Human Resources

Position Description



- Liaison with medical and community health services

Occupational Therapists

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Occupational and vocational rehabilitation including ergonomic audits, work site assessments, return to work or suitable duties plans, case management/rehabilitation plans, education and training.
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs
- Liaison with medical and community health services

Exercise Physiologists

- Assessments for physical work capacity including an awareness of multidisciplinary barriers
- Functional capacity testing, ergonomics and worksite assessments where appropriate
- Solution focused evidence based rehabilitation links to employment
- Work conditioning and strengthening programs
- Liaison with medical and community health services

Rehabilitation Counsellors

- Assessments for work capacity including an awareness of multidisciplinary barriers
- Vocational counselling for job seekers that links to employment
- Counselling and other modes of evidence based practice
- Occupational Rehabilitation and liaison with case managers, worksites and job seekers

Standards and Regulations

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

- The Company's Quality System
- The Company's Policies and Procedures
- ESC4 Contractual requirements including participation reporting as required
- MAXNetwork's Responsibilities/Authority Matrix
- DHS program guidelines, policies and procedures
- Employment Services Industry Code of Conduct
- MaximusSolutions Australia and DEEWR Complaints Procedure
- EA3000 Job Aids
- Relevant legal, professional and ethical obligations

Selection Criteria

Required:

Qualifications

- Tertiary qualifications in your health services profession with registration with the state professional board (where required for each state) is essential

Human Resources

Position Description



Skills and Attributes

- Have exceptional interpersonal and communication skills including the ability to develop and maintain relationships with key stakeholders
- Have a solutions-focused innovative approach to practice which links to sustainable employment solutions
- Have computer skills including intermediate typing skills
- Be able to demonstrate experience in evidenced based assessments and intervention and rehabilitation
- Excellent organisational and administrative skills including ability to work to schedules and reporting deadlines
- Demonstrated ability to work to Key Performance Indicators

Highly Desirable

- Knowledge or experience in employment services or other occupational rehabilitation fields would be highly regarded.
- A detailed understanding of barriers to employment and affects of unemployment
- Experience facilitating group interventions will also be highly regarded.
- 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

Additional Factors

- Travelling between offices 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