

Job Class Profile: Co-ordinator Assessments and Placements**Pay Level: CG-38 Point Band: 848-881**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	6	6	3	4	5	6	5	2	3	
Points	280	100	19	19	150	130	103	43	32	876

JOB SUMMARY

The Co-ordinator Assessments and Placements provides professional and administrative work in the planning, development and co-ordination of the single entry assessment and placement system within a region. Responsible for the planning, development and administration of policies and procedures controlling the operation of assessment and placement services, including home support to seniors, nursing home and personal care home placement services. Work involves co-ordinating the compilation of social, functional and medical data, assessing applications for eligibility, co-ordinating and controlling the placement and transfer of individuals to community and/or institutional settings.

Key and Periodic Activities

- Plans, co-ordinates and directs the single entry assessment and placement program including admission to community emergency respite and transition beds, personal care and nursing homes within the region, and prioritizes approved assessments.
- Maintains a long-term care waitlist for placement; consults with assessors regarding clients waitlist status; actively liaises with participating facilities regarding clients approved for wait listing; uses professional judgement to develop priority waitlist based on client status or circumstances; and generates statistical data as required.
- Acts as the contact person within placement services for inquiries and requests from out of region, province and country. Information package is forwarded and once information returned, facilitates access to long-term care services.
- Provides consultation on existing placement policies and procedures and participates in the recommendation, development and implementation of new policies and procedures related to home support, personal care, and nursing homes.
- Identifies changing trends in client care with the services offered by Placement Services to reflect the actual needs of the population and reports such trends for program planning.
- Co-ordinates the assessment and placement of individuals applying for assessment or placement in the community or in an institution by co-ordinating the collection of social, functional and medical data.
- Assesses applications for eligibility; reviews criteria for placement requests; co-ordinates and makes necessary administrative arrangements for assessments; ensures appropriate authorizations; requests clarification or additional information when indicated; directs the completion of financial assessments where necessary; and discusses appropriate alternatives with the assessor.

Key and Periodic Activities

- Prepares assessments and transfer requests for presentation and paneling at the Regional Assessment and Placement Committee; chairs the committee providing leadership in matching client needs to appropriate placement options; co-ordinates the work of the Committee; and advises client/family in writing of the outcome of paneling decisions.
- Ensures appropriate and efficient utilization of institutional placements by monitoring current census records of the institutions and co-ordinates the placement and transfer of individuals.
- Compiles and maintains statistics, reports, and files on individuals applying for assessment and placement.
- Maintains liaison with hospitals, government departments, a variety of health care providers, operators of personal care and nursing homes, and participating facilities to co-ordinate the placement and transfer of individuals based on the level of care required and resources available, and the waitlist including clients preferences, vacancies, and discharge status.
- Participates, as required, in case conferences, internal and external committees, staff orientation and public education.
- Approves financial information to facilitate subsidy payment to operations of personal care homes.
- Supervises referrals and assesses various community settings for resources and services available for individuals waiting for placement.
- Advocates on behalf of client groups through identification of service gaps and policy restrictions and collaborates on possible solutions with other team members, managers and other community organizations.
- Participates in quality assurance projects, development, implementation, and evaluation of the assessment and placement process.
- Attends relevant conferences, in-services, seminars, workshops and training courses.

SKILL

Knowledge

General and Specific Knowledge:

- In-depth knowledge of relevant legislation
- Community based resources and programs
- Best practices
- Quality Assurance and evaluation
- Ethical practices and standards

Formal Education and/or Certification(s)

- Minimum: Undergraduate Degree in Social Work, Nursing or Psychology
- Registration with the relevant professional discipline is required.

Years of Experience

Minimum: 2 years experience supplemented by experience in an administrative capacity related to continuing care.

Competencies:

- Oral, written communication and interpersonal skills.
- Ability to work with others where tact and good judgment are essential.
- Ability to facilitate meetings.
- Effective negotiation skills in advocating on behalf of clients and their families.

Interpersonal Skills

- Interpersonal skills are utilized to listen to information, ask questions, to communicate with various stakeholders to co-ordinate placement activities, conduct formal interviews, negotiate contracts for service, facilitate and/or moderate meetings, and make formal presentations to groups. Also uses interpersonal skills to work with multidisciplinary teams, provide support, resource or adjustment counselling to clients, deal with upset/angry people, and gain the co-operation of others to get the work done.
- Communications occur with employees in the immediate work area and department, managers, and clients for ongoing assessment and placement services. Interactions occurs occasionally, or monthly with students and professional associations.
- The most significant skills/contacts listening and assessing clients for placement decisions, to collect confidential information (i.e. financial and medical information), and to communicate with outside agencies regarding placement services, referrals and supports.

EFFORT**Physical Effort**

- Work demands do not result in considerable fatigue, requiring periods of rest.
- Occasionally, there is lifting or moving objects less than 10 lbs., (i.e. client files and office supplies).
- Regularly sits to interview clients/family members or to talk on the phone with community and healthcare personnel regarding transfers of clients to facilities where there is limited freedom to walk/move about, and to perform work on the computer.
- On a regular basis, when performing work on the computer, this class uses fine finger/precision work (i.e. entering information into the waitlist management system).

Concentration

- **Visual** concentration is constant when reviewing requests/applications for placement, to document client files or notes, and other work into the computerized system.
- **Auditory** concentration is also constant when speaking on the phone with healthcare or community groups, clients or family members regarding particular placements, or for placement inquiries and requests.
- Other senses requiring concentration include the sense of **touch** to comfort clients, or family members when appropriate.
- **A higher than normal level of attentiveness and carefulness** is required when responding to crisis situations and when assessing clients applications or requests, especially those who may be at a high risk, in order to ensure resources are in place when required.
- Sometimes there is **lack of control over the work pace and time pressures**, where there are higher than normal number of requests for placements to co-ordinate and approve, or to handle the numerous placement requests as timely as possible.
- **Interruptions** often occur from inquiries or from health and community resources, especially during crisis situations.
- **Exact results and precision** is required on a regular basis when assessing clients for placement taking into consideration their requirements, reviewing the waitlist, and ensuring proper notes are inputted into waitlist management system to ensure accuracy placement.

Complexity

- Tasks and activities are different/unrelated and require the use of a broad range of skills and a diversity of knowledge.
- Tasks vary between being repetitive and well defined, to problems that must be defined and practical solutions found. Occasionally, tasks require creative problem definition, analysis, and solution development that may be solved in a team setting.
- Typical complexities involve providing advice and guidance to individuals calling regarding information related to assessment and placement requests. Another challenge is reviewing client's information (i.e. status or circumstances), with availability of homes, supports, and making decisions related to subsidy payments, prioritizing assessments, or changing clients waitlist status.
- Complexities tend to be resolved through the use of available supports such as consulting with the Regional Assessment and Placement Committee, addressing the case with a multidisciplinary team, manager, healthcare professionals, government and community departments; and following or reviewing standards or practice, and guidelines both provincial and federal regulations, Acts, code of ethics, professional guidelines, department/organization manuals, journals, textbooks, and program and administrative policies and procedures.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed or controlled.
- Works independently within the program working collaboratively with other health professions regarding decisions related to assessment and placement decisions. Has the ability to approve

<p>financial information to facilitate subsidy payment to operators of personal care homes; prioritize approved assessments and changes to waitlists; and provide advice and guidance related to placement services.</p> <ul style="list-style-type: none"> — Requires prior approval to make changes to policies, procedures, or new development or programs that impact other services/department, order nonroutine office equipment/supplies, and to attend educational conferences. — Exercises discretion and judgement to interpret directions and apply guidelines during assessments to assist with facilitating transfers or placement. Has some discretion to exercise within predetermined limits and procedures to convene mini-meetings and make facility referrals in extenuating circumstances, if a vacancy exists. — Exercises a high degree of independent discretion and judgement in managing and prioritizing the placement waitlist.
<p>Impact</p> <ul style="list-style-type: none"> — There are impacts within the immediate work area, in and outside the department and the organization, on the public, and significant impacts on the clients/families. — There are positive and negative impacts on clients, their health and safety, and continuity of care. — Resources impacted include processes and systems, facilities, information, finances, human resources and corporate image. — Consequences from decisions, advice and/or recommendations could be the result of an inaccurate interpretation of a client's assessment and urgency of an application resulting in inadequate placement. Consequences and/or errors are sometimes difficult to identify and may have an impact beyond the short term. — There are professional guidelines, procedures, and checks and balances in place to help mitigate any errors from a professional perspective, as most placement decisions are in consultation with the Regional Assessment and Placement Committee. As well, decisions made are based on professional knowledge and conduct which guides ethical decision-making.
<p>Development and Leadership of Others</p> <ul style="list-style-type: none"> — Does not have responsibility for the supervision of staff. — May provide on-the-job advice, guidance, and orientation to staff and students, act and provide expert advice to health professionals, government agencies, community groups, and coordinate related program activities.

WORKING CONDITIONS

<p>Environmental Working Conditions</p> <ul style="list-style-type: none"> — Typically does not require any special or safety precautions; however, occasionally, there may be some exposure to undesirable conditions where there are requirements to take universal precautions such as hand washing, or when in contact with clients to wear protection such as gloves/masks/gowns/goggles. — There is a limited likelihood of injury or illness, and no likelihood of partial or total disability, if safety precautions are followed. — Regularly exposed to glare from the computer monitor, and occasionally may be exposed to

bodily fluids, waste, odours, sharp objects, infectious diseases and awkward or confining workspaces when interviewing clients.