

Position Description

Position Title:	Support Officer
Business Unit:	In Home Support
Department:	Community Care
Directorate:	Community Services
Classification:	Band 4
Date:	June 2021
Reports to:	Team Leader In Home Support
Supervises:	Nil
Internal Liaison:	In Home Support staff, Manager Community Care, other Council staff
External Liaison:	Clients, carers, families, service providers

1. Position Objectives

The primary objectives of the position are to:

- Schedule client services with accuracy within established timeframes.
- Provide administrative support to the business unit to ensure in home services are rostered and delivered in line with the Aged Care Quality standards. Rapidly respond to a changing environment to reschedule cover of unplanned staff availability.

2. Key Responsibility Areas / Position Specific Responsibilities **Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees*

The position is directly held responsible to:

Support Services

- Coordinate, assign and match clients with Community Care Workers within established frameworks.
- Communicate relevant client scheduling details with Community Care Workers.
- Respond to emergency requests by coordinating tasks to be undertaken by Community Care Workers.
- Respond to inquiries from Community Care staff, clients or staff of other service providers.
- Assist Coordinators in the delivery of a range of administrative support services to clients.
- Maintain relevant client management systems.

Rostering, Payroll and Timesheets

- Ensure rosters are developed and released within the required timeframes.
- Liaise and communicate with Support Officers and Service Management Officers in order to assign and develop rosters and timesheets.
- Accurately transfer data for payroll and billing purposes within required timeframe.
- Communicate with Community Care Workers to in relation to rosters, client care requirements, payroll.

Team Responsibilities

- Provide ongoing support and assistance to Support Officers during absences and periods of peak load.
- Actively participate in team meetings and contribute to the ongoing planning and development of the Community Care service.
- An understanding of In Home Support programs and the roles of other members of the Community Care team.
- Assist in the development of operational and administrative procedures and administration functions.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- Providing high quality administrative support to the In Home Support team according to importance and urgency at least a week in advance ensuring delivery of an exceptional service to clients through:
 - client liaison, scheduling and allocation of carers to a wide range of services to address diverse client needs across these teams.
 - the maintenance of client management systems with comprehensive, up to date records of client communications and service delivery issues.
- Developing rosters according to client priority and meeting Care Worker guaranteed hours to effectively support the In Home Support team to complete all functions within planned timelines.

- The freedom to act is limited by Community Care department standards and procedures encompassed by the nature of the work assigned to the position from time to time. The work undertaken by the incumbent generally falls within specific guidelines within the In Home Support team but with scope to exercise discretion in the application of established Community Care department standards and procedures. Discretionary matters required outside of these accountabilities and authorities would first need to be agreed to by the relevant Service Management Officer.
- Effective time management in meeting key performance indicators, whilst ensuring compliance with the relevant Acts, policies, procedures, practices and systems as they relate to Community Care functions.
- Contributing to the development, review and improvement of Community Care policies, procedures and operating systems to ensure the most up to date service is provided to all clients of the Community Care department.
- The effect of decisions and actions are usually limited to those within the In Home Support team and the tasks associated with clients, or to internal procedures and processes.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

- Responding to general queries from clients and care providers while exercising discretion in relation to enquiries and requests. Support from team members will be sought where required. Queries from clients and carers will range from routine to unique the incumbent must be resourceful and able to work independently to be solution focussed. It is expected that the occupant will be able to demonstrate an ability to solve routine problems independently.
- Decisions are to be made in accordance with the requirements of Privacy Decisions must be carefully considered, non-judgemental and in keeping with the overall goals of the service.
- Recommending and identifying opportunities for the improvement of operational and administration procedures.
- The work is performed in accordance with Council policies and procedures and other well-defined practices.
- Guidance and advice are always available from others within the Community Care department within the time required to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- An understanding of the relevant technology, procedures and processes used within their operating unit, including but not limited to the Community Care Manual, and client management systems.
- An understanding of the goals of the teams including relevant policies, regulations and precedents and an appreciation of the goals of the Community Care department as a whole and where appropriate an appreciation of how this contributes to the goals of the wider organisation.
- Proficiency in the application of standardised In Home Support procedures, practices, relevant policies, as well as Acts and Regulations and an understanding of precedents and previous decisions associated with meeting the Key Responsibility requirements of the position.

6. Management and Interpersonal skills

The essential position requirements include:

- Managing time, planning and organising work at least one week ahead to meet a range of predetermined priorities in service delivery to external customers whilst attending to internal reporting and service requirements.
- Ability to be adaptable and flexible to enable the achievement of work demands that will vary from day to day, often at short notice, including support of other team members and inter-team sharing of information in order to support each other.
- Ability to cope with frequent changes, whilst maintaining a high-quality administration service, continuing to meet client expectations and service delivery targets.
- Ability to gain cooperation and assistance from clients, external services members of the public and other employees in the administration of well-defined Support Officer activities.
- Skills in written communication to enable the preparation of routine correspondence and reports as required.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:

Essential

- Certificate III or IV in Business Administration **or** related field or equivalent knowledge and skills gained through experience on-the-job.
- Previous experience in rostering services and responding to service requests.
- Demonstrated high level customer service skills in order to identify and manage client expectations and communicate effectively with a range of stakeholders.
- Well-developed organisational and time management skills.
- Demonstrated proficiency in the use of relevant Community Care related software applications and client management systems.

Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

Prepared by:

Name:	Sally Goedheer	Signature:	
Date:	June 2021		

Manager:

Name:	Mandy Gatliff	Signature:	
Date:	June 2021		

Director:

Name:	Martin Fidler	Signature:	
Date:	June 2021		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical / Cognitive Requirements of the position

Not specific to this role (the position does not require more than 10-15% manual handling. A Task Analysis to identify detailed Physical Requirements of the role is not required).

Authorised by: Mandy Gatliff

Signature



Date 30/06/2021

Cognitive Demand	Yes	No
Regular communication with team/work mates	X	
Regular communication with others	X	
Verbal instruction and supervision of others		X
High concentration	X	
Planning and problem solving	X	
Job/task organisation	X	
Short-term memory	X	
Long-term memory	X	

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- In accordance with the responsibilities of your role, positively support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.