



POSITION DESCRIPTION

TITLE:	Community Services Administration Officer
CLASSIFICATION:	Band 4
DEPARTMENT:	Corporate and Community Services
DIVISION:	Community Service
CURRENT OCCUPANT:	Vacant
MANAGER:	Manager Community Support and Wellbeing
DATE APPROVED	

1. POSITION OBJECTIVE

- To provide effective and efficient administrative support to the Community Services department
- To contribute to a professional and compatible work environment by providing helpful, efficient and courteous service to stakeholders and reflecting a positive corporate image of the Council
- Promote independence, wellness, reablement and social participation to enhance quality of life of all service users

2. KEY RESPONSIBILITIES

- Ensure that all information relating to clients, and the service they receive, remains CONFIDENTIAL
- Ensure that competent administrative services are provided to assist with the coordination of Community Services programs
- Respond to the daily, weekly and fortnightly time critical administration requirements of the Community Services office
- Maintain up to date procedures for program administration tasks
- Providing a high level of customer service to stakeholders, including internal customers
- Providing respectful and helpful assistance to clients regarding services
- Complete weekly payroll and debtor reports accurately
- Create staff rosters
- Process rosters and update data in HACCPAC as required, including staff leave and client cancellations
- Accept referrals in My Aged Care on behalf of West Wimmera Shire Council
- Complete initial intake and create and maintain hard copy and electronic consumer files
- Phone consumers to discuss and record their individual goals and complete a strength based service specific assessment.
- Compete telephone reviews with consumer annually or when needed due to changes in care needs
- Updating service / program publications and procedures under guidance and direction of the team leader
- Attend and provide support for staff meetings as required

- Support Team Leader to identify new initiatives promote independence, wellness, reablement, social participation and enhance quality of life for all clients.
- Assist with training and event bookings, organising venue catering issue certificates and collation of results of training/attendance.
- Undertake general administration support as requested by the Team Leader and manager of Community Support and Wellbeing
- Ensure that Council's Code of Conduct is adhered to at all times.
- Follow Council policies, procedures and work practices
- Support the team leader to complete organisational and funding reports as required
- Participate in the continuous improvement process to ensure compliance with the Home Care Common Standards and Service Agreements.
- Other duties as directed that are within the skills and abilities of the incumbent

4 ORGANISATIONAL RELATIONSHIPS

Reports To: Community Services Team Leader

Internal Liaisons: Other Community Services Administration Staff
Community Support Workers
Customer Service Staff
Records Management Officer
Payroll Officer
Finance Officers
Volunteer Coordinator
LAHA Officer/ Regional Assessment Officer

External Liaisons Residents of the Shire
Health Care Providers including District Nursing, discharge planners, post-acute care coordinators and allied Health team home care package providers / case managers
Department of Health & Human Services.
Department of Health
Externally contracted service providers

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Maintain accurate records of services provided
- Adheres to delegated authority direction
- Accountable for Payroll being correct and debtor reports for finance on a weekly basis
- Rosters to be completed on time
- Assist CSW with day to day matters regarding consumers, liaises with Team Leader and communicate feedback to CSW in a respectful manner, refer them to the team leader if issue cannot be resolved

JUDGEMENT AND DECISION MAKING

- Within established guidelines and procedures, exercise judgment and problem solving skills in delivery of home care services
- To exercise discretion in choosing the best means of engaging clients and of completing allocated tasks
- To contribute as part of a team, to the ongoing improvement of the procedures & processes that guide service delivery

5. **SPECIALISED KNOWLEDGE AND SKILLS**

- Proficiency at operating common computer software packages, such as Microsoft Office, including Word, Excel, Internet and email
- Experience in, or ability to learn Client Management software programs
- Literacy and Numeracy skills
- Demonstrated basic accounting knowledge
- Demonstrated time management and organisational skills
- An ability to work independently with minimal supervision
- Ability to multi-task, working within given timeframes and constraints.
- Oral and written communication skills
- Commitment to maintaining confidentiality and privacy of client information and records at all times
- Be able to work with people who come from culturally and linguistically diverse backgrounds.
- Maintaining Professional Boundaries at all times

6. **QUALIFICATIONS AND EXPERIENCE**

- Relevant office and or administration environment experience.
- Working knowledge of common software programs and general office equipment.
- Qualifications relevant to the position.
- Experience in maintenance of business records and accounts.

7. **KEY SELECTION CRITERIA**

- Appropriate qualification
- Experience and knowledge of community care programs available to support people to live independently
- Understanding of Council's role in community services
- Demonstrate time management and organisational skills
- Maintain professional boundaries and client confidentiality at all times
- Experience working with older people and people with disabilities
- Demonstrated ability to work within dynamic team environment

8. **KEY PERFORMANCE INDICATORS**

- **Follow all office policies and procedures.**

This KPI focuses on the continuity of service for both our internal and external clients, through consistence use of correct procedures and following of policies to ensure a uniformed approach to all Community Services administration tasks.

The purpose of this KPI is ensure a consistent and high level of service to our internal and external clients, by providing consistent services and reports.

The target for this KPI is 100%. All workplace policies and procedures must be adhered to.

- **Reliably complete rostering, payroll, and debtor reports and accommodate client and CSW service change requests, accurately and on time.**

This KPI focuses on the number of times a submitted debtor and / or payroll report requires alterations, or a required roster change is not completed over 12 months.

The purpose of this KPI is to ensure a consistent and high level service to our internal and external clients, by reducing the number of times a submitted report or roster needs to be changed.

The target of this KPI is not to exceed 10%; that is less than 10% of submitted payroll or debtor reports required to alteration, and less than 5 client complaints regarding rostering issues.

- **Adhere to all legislative requirements for the provision of services, such as privacy and confidentiality.**

This KPI focuses on the funding regulations for the ongoing provision of services and ensuring we continue to meet program specific requirements.

The purpose of this KPI is to ensure a consistent and high level of service that meets all funding requirements as noted in **section 2- Regulatory Compliance**, of the Community Services Policies and Procedures manual.

The target for this KPI is 100%. All Funded program guidelines, legislative requirements and professional standards must be adhered to.

9. **CONDITIONS OF EMPLOYMENT**

- Current police check is required
- Current drivers licence.
- Ongoing training is required
- Current Senior First Aid Certificate (or be prepared to undertake)
- Ability to maintain confidentiality
- This position is a part time position, with a requirement to occasionally work outside of the normal span of hours.

10. **GENERAL REQUIREMENTS**

- **Occupational Health & Safety**

The employee shall note that they have a Duty of Care under the Occupational Health & Safety Act 2004 as follows:

25. Duties of employees

(1) While at work, an employee must—

(a) take reasonable care for his or her own health and safety; and

(b) take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions at a workplace; and

(c) co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations.

(2) While at work, an employee must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare.

- **Confidentiality**

As an employee of West Wimmera Shire Council it is imperative that all matters dealt with by employees in the completion of their duties are treated with the utmost confidentiality. Employees are required to ensure that any matters relating to the position are not disclosed, discussed or canvassed outside the work environment.

Proven breaches of confidentiality may result in disciplinary action being taken against employees.

- **Provision of Information & Advice**

At all times the employee must ensure that any advice given on behalf of West Wimmera Shire Council is within the area of knowledge and responsibility of the employee. To achieve this employees must take care to (a) only provide information and advice on matters relevant to their role and position; and (b) ensure that where possible the most appropriate officer in the organisation provides the information and advice. (Refer to Council's Policy entitled: "***Provision of Information & Advice***" for further detail).

- **Best Value**

The employee is required to participate in best value reviews of any Council area of activity relevant to their position, as required.

- **Risk Management and Incident/Hazard Reporting**

As an employee of Council, be aware of and participate in the Council's Risk Management Program as required. Undertake risk management activities including the reporting of incidents and hazards in accordance with Council's Incident/Hazard Reporting Policy.

TITLE: Community Services Administration Officer

APPROVAL / AGREEMENT

I hereby agree to abide by the Council’s Policies and Procedures in relation to all employment and work matters.

I am aware of and have agreed to the conditions and responsibilities outlined in this Position Description and understand that:

My performance will be continuously monitored and measured in accordance with these criteria; and

While my position is currently based at the Edenhope Office, I may be requested to work at any location within the Shire or external to the Shire if a requirement exists as part of my position.

Position Agreed to by Employee:

Name.....

Signature.....

Date.....

Position Approved by Manager:

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Date.....

Position Approved by Chief Executive Officer

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Date.....