



Victoria Daly
REGIONAL COUNCIL

Community Care Program Officer

OUR VISION

To strengthen our region through fostering development, growth, and social wellbeing
"Moving Forward Together"

Position Description

REPORTS TO	Community Care Manager	CLASSIFICATION & HOURS	Level 6 Full-Time
DIVISION	Community Care	LOCATION	Regional Office

JOB PURPOSE

Operating under the direction of the Community Care Manager and working in accordance with Council Regional Plans, policies, relevant legislation, and funding requirements. This role has a focus to provide administrative support to the Aged Care Programs.

DUTIES AND RESPONSIBILITIES

1. Provide overall effective office support to all staff in the Community Care Programs – CHSP, NATSIFAC and Home Care Program.
2. Ensure that tasks are performed efficiently, professionally and within deadlines across all the aged care sites under Vic Daly Shire.
3. Prepare and coordinate team leader meetings and case management meetings as required.
4. Coordinate and ensure timesheets and leave forms are received and payroll is completed for approval and submitted on time each fortnight.
5. Assist in monitoring the budgets associated with programs and report any anomalies.
6. Record meeting minutes and distributing to staff in a timely manner including providing weekly update/meeting notes to the Community Care Manager.
7. Organise weekly team leader meetings via TEAMS and get an update on vehicles, assets, IT issues and or service delivery.
8. Regularly travel out to remote communities to support staff on the ground as required.
9. Ensure all program contracts (CHSP, HCP and NATSIFAC) and databases are up to date.
10. Ensuring all current and updated forms and policies are uploaded in LOGICQMS and making sure that staff are uploading weekly service delivery sheets, weekly vehicle and building reports in LOGICQMS.
11. Regularly review, update, and develop individual Consumer profiles as required in Etools to maintain and manage all data bases, files, reports, forms, closing of services.
12. Assist the Community Care Manager in collating information to finalise and submit all quarterly, bi-annual, and annual reports.
13. Assist the Team Leaders to purchase appropriate equipment for the consumers, by obtaining quotes and raising purchase orders for the Community Care Coordinator/Manager to approve.
14. Monitor and ensure there is adherence to consumers service agreements, individual support plans to meet their funded and required supports.
15. Assist in the monitoring of the My Aged Care Portal and ensure consumer information is kept up to date.
16. Provide assistance to the Community Care Coordinator and Community Care Manager in overseeing the maintenance and repairs of the Aged Care facilities and vehicles to ensure compliance obligations are met.
17. Coordinate and manage recruitment related paperwork including community advertising, interviewing, submitting request to fill vacancies for approval to the Council's Human Resource department.
18. Ensure the policies and procedures of the Council are adhered to and all resources are effectively deployed.
19. Carry out any other duties as requested and directed by the Community Care Manager.

Selection Criteria

EDUCATION REQUIREMENTS

1. Certificate III in Community Services / Individual support / Nursing or equivalent experience

EXPERIENCE & KNOWLEDGE REQUIREMENTS

1. Extensive experience in performing administrative tasks, coordinating, and facilitating.
2. Strong interpersonal skills, including high level written and oral communication and negotiation skills with an ability to relate to staff at all levels while providing an effective client service.
3. An awareness of issues affecting Indigenous people in remote locations and ability to operate effectively in a cross-cultural environment.
4. Strong organisational skills and Time Management skills with the ability to be flexible, plan workload, and manage competing priorities to meet deadlines.
5. Ability to accurately input data and retrieve information from a data system.
6. Experience with Etools, My Aged Care software or similar case management software
7. Prepared to travel and work in remote communities.
8. Sound knowledge of the principles of Work Health & Safety.

OTHER REQUIREMENTS

1. Criminal History Check (recent within 3 months)
2. A current Working with Children's Card.
3. A current Drivers Licence

ACKNOWLEDGEMENT

DIRECTOR: Trudy A Braun DATE APPROVED: 12/09/2023

CHIEF EXECUTIVE OFFICER:  DATE APPROVED: 12/09/2023

