



JOB AND PERSON SPECIFICATION

Title of Position:	Administration and Information Officer, (HCP) Community Care
Term of Appointment:	Contract, until 30 June 2018 – subject to continued funding from Home Care Package funding
Fraction of Time:	.4 FTE – 2 full days per week
Employment Location:	Milang Old School House Community Centre
Award:	Social, Community, Home Care and Disability Services Industry Award
Level of Award:	Level 3
Number of Direct Reports:	Nil

JOB SPECIFICATION

This job description is meant to describe the general nature and level of work being performed; it is not intended as an exhaustive list of all responsibilities, duties and skills required for the position.

1. Background Information

The Milang and District Community Association Inc. (MDCA) through the Milang Old School House Community Centre (MOSHCC) works with the community to develop programs which foster community development and capacity building.

The Community Centre has been open for 14 years and delivers a range of programs and services which meets local needs including home and community care, adult community education, crèche, social support, youth programs and information and referral.

Milang and District Community Care has been delivered through the Milang Old School House Community Centre since 2004. The program has been funded through the Home and Community Care Program (HACC) which from 1st July 2015 became the Commonwealth Home Support Program (CHSP). MDCA also provide Home Care Packages (HCP) to ensure continuity of care options are provided to our ageing community.

2. Summary of the broad purpose of the position

Shared responsibility for the efficient administration of the Milang & District Community Care Program at the Milang Old School House Community Centre (MOSHCC), meeting the expectations of the Community Care Common Standards and within the various Policies and Procedures of the organisation, under the general direction of the Community Care Coordinator. **This role will primarily work for the HCP program and will assist in the CHSP program during times of staff leave.**

3. Reporting / Working relationships

This position is responsible to the MDCA Committee through the Chief Executive Officer, and reports directly to the Manager / HCP Coordinator for Community Care.

4. Requirements of the Role

Skills / Experience / Expectations

- The willingness to serve our community
- Understanding of the needs of Community Care clients
- Using a community development approach to work creatively with members of the community
- Group work skills
- Time management, problem solving and decision making
- Ability to maintain client records and client statistical data
- Experience in working with a community organisation in a community setting
- Work flexibly as part of a team
- Participate in annual performance development reviews
- Undertake some work outside normal hours which can be taken as TOIL
- Undertake other duties as required within the scope of the SCHCADS Award

Knowledge Required

- An understanding of the Community Care programs and services
- An understanding of how My Aged Care (MAC) works, and the requirements expected from MAC
- Knowledge of other related services for referral and resources
- Knowledge of Work Health and Safety, including Manual Handling and Risk Management
- Knowledge of the Equal Opportunity, Disability and Privacy Act and other relevant legislation

5. Key Responsibilities / Duties

Service Provision

Assist the Coordinator with:

- Update daily roster changes for staff in the database
- Assist with replacement of staff for Support Workers (short term, and leave occurrences)
- Management of HR documentation for Support Workers and / or Contractors, including;
 - Ensuring all mandatory documentation is kept up to date and stored appropriately ie: DCSI Police Clearances
 - Appropriate scanning and saving of relevant documentation
 - Liaison with the Coordinator regarding the creation of Service Agreements for Support Workers and Contractors
 - Prepare for approval by the Coordinator relevant timesheet documentation, Contractor Tax Invoices and other similar documentation
- In consultation with the Coordinator plan and prepare for Consumer Advisory Groups, and / or other Information Sessions
- Attend and take Minutes or Meeting Notes for Support Worker Meetings, Consumer Advisory Group meetings, and other meetings as required
- Assist with the development and publication of the Community Care Newsletter
- Provide 1:1 information to Community Care Clients either by telephone or in person (in the centre) with regard to services, approvals, referrals to My Aged Care and other advocacy services as needed

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- Create and maintain register of client reviews and assessments and when they fall due
- Implement continuous improvement strategies

Professional

- Maintain a professional level of communication and confidentiality with all who work or visit MOSHCC
- Sustain credibility and professionalism in implementation of MDCA conflict resolutions, grievance processes and employment practices
- Liaise with a range of Community Care Providers, health professionals and MOSHCC staff
- Commitment to continuous improvement
- Self motivated with the ability to use initiative
- Maintain confidentiality
- Foster a customer service approach within the MOSHCC

Teamwork

- Be part of the broader staff team of the MOSHCC and assist with general Centre-wide operational duties
- Perform other duties as may be requested by the Community Care Coordinator
- Act with understanding, empathy and respect.

Ensure that MOSHCC is environmentally, physically and socially welcoming:

- Provide a safe non-judgmental welcoming environment
- Utilise a social justice and inclusive approach to planning and delivering of programs/activities/services
- Maintain confidentiality
- Foster a customer service approach within the MOSHCC
- Facilitate conflict resolution

.Advocacy and Referral

- Where appropriate act as an advocate for individuals, the centre and the community
- Act with understanding, empathy and respect.

Equal Opportunity

MOSHCC employees are required to adhere to the requirements of the Equal Opportunity Act 1984 (as amended) and all other associated legislation.

Policies, Principles, Procedures and Guidelines

The employee will be expected to:

- Model the community development process whilst undertaking all duties and tasks.
- Adhere to the mission, objectives and philosophy of MOSHCC.
- Work in accordance with MOSHCC policies, procedures and Delegations of Authority.

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- Be responsible and accountable for maintaining official records created in this position according to relevant legislation, policies and procedures.

Occupational Health, Safety and Welfare and Risk Management requirements

Employees are responsible and accountable for:

- Complying with workplace policies and procedures for risk identification, risk assessment and risk control.
- Participation in activities associated with the management of workplace health and safety.
- Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Reporting any risks or potential risks identified in the course of their work. If the employee is unsure as to whether the issue/matter observed constitutes a risk to MOSHCC, they should formally report the issue/matter and inform the board on a monthly basis of any OH&S incidents.
- The Centre Manager is the nominated OH &S Officer and must ensure compliance on all legislative requirements

Police Check

- Applicants will be required to achieve a successful result in a DCSI Police Clearance for Working with Aged, and must retain this successful result whilst in employment with MADCA.

PERSON SPECIFICATION – Essential criteria

Experience and Qualifications

- Possess relevant recognised Community Care qualification or substantial experience working in community services and relevant experience in community development work.
- Recognised experience working with vulnerable people, specifically around Mental Health and / or Disability
- Microsoft Office experience - Word, Excel, etc
- Database management
- Possess well developed administration skills and have an eye for detail
- Have experience managing administrative tasks in a busy environment
- Experience working with people who are vulnerable or aged
- Superior customer service skills
- Time management
- Problem solving and conflict resolution
- Consultation, negotiation, problem solving and mediation skills
- Demonstrated ability to effectively communicate with communities, organisations and government agencies.
- Current drivers license
- Insured reliable vehicle