

Position title	Program Leader Community Assist		
Position holder	Vacant		
Program	Community Assist		
Funded by	Grampians Community Health		
Based at location	Horsham or Stawell		
Responsible to	<ul style="list-style-type: none"> • Manager Community & In-Home Assist • General Manager Aged & Disability • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • Assist rostering and administration staff • Assist Senior Officer • Service Response Officer • Individual Support Workers 		
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employee Multiple Enterprise Agreement 2022		
Classification	SACS 6.1		
Hourly rate	\$53.84	Annual	\$106,388
Status	Full Time		
Hours per week	38 hours		
PD last updated and approved by CEO	August 2024		

Position summary

The Program Leader Community Assist provides effective operational management and leadership to the Community Assist staff as they provide home and community care and social support to members of the community living independently in their homes. This position will entail travelling between GCH Horsham and Stawell sites.

Key responsibilities

1. Provide effective operational management to GCH Assist programs, group activities and any new related programs, using a strength based, collaborative person-centred model to achieve service goals and objectives.
2. Lead, support and educate staff on rostering practices with the goal of all services for each day covered for the next day.
3. Support adherence to rostering guidelines and industrial agreements rostering requirements.
4. Oversee an equitable roster system for the on-call phone with office staff and self.
5. Oversee client billing and staff payroll to ensure efficient processing.
6. Ensure priority requests are responded to promptly such as Hospital in the Home and Post-Acute Care.
7. Uphold the Aged Care Quality Standards by implementing and evaluating existing and new procedures, systems and processes to ensure flexible and responsive service provision that meets clients' needs while identifying and addressing service gaps.
8. Provide internal supervision to Senior Officer, Service Response Officer and rostering/admin staff.

9. Provide timely advice and recommendations to management on current and emerging needs and issues impacting the team and the service.
 10. Maintain a strong oversight of trends, quality improvement opportunities, and assist the Manager to respond to complaints and feedback.
 11. Prepare reports, submissions and funding applications in conjunction with Manager.
 12. Work in conjunction with the Program Leader Package Support at all times.
 13. Provide supervision and support to students as required.
 14. Other duties commensurate with current skills and experience as agreed with the Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Tertiary qualification in a related field (Diploma Level minimum, relevant university qualifications are highly desirable).
- Or demonstrated relevant experience in managing rostering teams within a community service setting.
- Qualifications and experience in leading community services and group and individual activities.

Mandatory

- Strong knowledge and understanding of community services.
- Strong understanding of leadership models.
- Strong understanding of continuous quality improvement and accreditation.
- Experience working with older adults, younger people with ongoing chronic health issues or living with disability, and their carers, in a variety of settings and including the management of high-quality home support programs, supervision of staff, policy development and implementation, budget formulation and monitoring.
- Knowledge of the issues relating to health, ageing, older adults, people with a chronic ongoing health issues and their carer.
- Knowledge and understanding of government policies relevant to the programs.
- Demonstrated ability to maintain records accurately and efficiently in line with organisational audit requirements.
- Knowledge of relevant funding streams.

Demonstrated skills and experience

- Attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated computer software and skills, including Microsoft Office and the internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of stakeholders at all levels.
- Demonstrated ability to positively contribute to workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Employee Working with Children Check
- Clear NDIS Worker Screening Check.

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period.

requires the following checks:

- Satisfactory police check
- Employee Working with Children Check
- Clear NDIS Worker Screening Check.

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Required training

- MARAM Brief and Intermediate.
 - Cultural Awareness Training.
 - NDIS Worker Orientation – ‘Quality, Safety and You’.
 - NDIS Worker Orientation – Supporting Effective Communication.
 - Sentrient online learning management system courses as required.
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Employee acceptance of position

Employee signature

Vacant

Date
