

Position title	Service Response Officer Community Assist		
Position holder	Vacant		
Program	Community Assist		
Funded by	Grampians Community Health Limited		
Based at location	Horsham		
Responsible to	<ul style="list-style-type: none"> • Senior Officer Community Assist • Program Leader Community Assist • Manager Community and In-Home Support • General Manager Aged and Disability • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • None 		
Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026		
Classification	Grade 2		
Hourly rate	\$37.48	Annual	\$74,060
Status	Full time		
Hours per week	38		
PD last updated and approved by CEO	November 2024		

Position summary

The Community Assist Program provides services to people in our community who require assistance in day-to-day living tasks and capacity building. Our service is offered seven days a week, 24 hours per day to members of the community. This assistance enables people to remain living independently at home and in the community in a dignified and safe manner. Our service is through a person-centred care approach as promoted by the Department of Health, the Department of Human Services and the Department of Health and Ageing models of care.

Grampians Community Health Limited (GCH) is a service provider to participants of the National Disability Insurance Scheme (NDIS). Our service provides direct outreach support, supports the linkage of participants to other appropriate services, and provides group programs. Our service assists in improving the coordination of care and increased community access and participation for participants.

The Service Response Officer Community Assist will operate the service changes by engaging with internal and external service providers, case managers/support coordinators and clients and/or their nominated representative. The position will organise changes to the roster due to cancellations or availability of staff and adjust accordingly directly with the client within the budgets permitted. The position also includes conducting client home OH&S/risk assessments where needed, maintain manuals/processes and understanding different funding streams.

This position will entail travelling between GCH sites.

Key responsibilities

1. Assist with current rosters as required, including 1:1 service, on call staff and make changes as necessary.
 2. Manage My Aged Care Funded Programs including setting up services for new clients and withdrawing/terminating clients.
 3. Manage incoming referrals from funded programs and external brokered providers ensuring a fast and professional response to their requests including responding to availability of worker/s, time slot, activity, and resources (vehicles) as changes arise.
 4. Liaise and respond to internal and external stakeholders including clients and their nominated representative in a professional manner, including assessments in the home.
 5. Input and update internal Client Management System/s CMS, accordingly, including service completion/cancellation with necessary details.
 6. Assist to upload appropriate documentation after service is provided and or altered, such as NDIS activity sheet and request for services.
 7. Maintain records accurately and efficiently in line with organisational audit requirements and ensure support is delivered to clients.
 8. Maintain manuals and up-to-date processes.
 9. General administration tasks including preparation and distribution of any relevant correspondence.
 10. Compile and distribute calendar events for groups.
 11. Maintain client information packs.
 12. Provide supervision and support to students as required.
 13. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Certificate IV or above in relevant human service discipline or demonstrated relevant experience.

Mandatory

- Demonstrated experience in working with aged people or people with a disability or mental health illness.
- High level verbal and written communication and interpersonal skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.

Desirable

- Demonstrated experience in community services work.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.

Demonstrated skills and experience:

- Ability to maintain confidentiality at all times.
- Demonstrated ability to contribute to positive 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
- NDIS Worker Screening Check

Personal attributes

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

This position is ongoing and is subject to the successful completion of a six-month probationary period.

And 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.
 - Sentrion online learning management system courses as required.
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Employee acceptance of position:

Employee signature

Vacant

Date
