

Position title	Senior Officer Community Assist
Program	Community Assist
Reports to	<ul style="list-style-type: none"> • Program Leader Community Assist • Manager Aged & Disability • General Manager Health, Aged & Disability • Chief Executive Officer
Direct reports	<ul style="list-style-type: none"> • Service Response Officers • Rostering Officers • Group Facilitators • Community and Domestic Support Workers
Award/EBA	Health and Allied Services Managers and Administrative Workers Victorian Stand-Alone Community Health Services Multi-Employer Enterprise Agreement 2022-2026

Position summary

The Senior Officer Community Assist will provide a highly skilled and timely response to service requests and stakeholders. The position will oversee the availability of staff and resources to prepare and maintain the roster system and smooth running of the program.

Grampians Community Health is a service provider to a range of aged care programs within and external to GCH, and to participants of the National Disability Insurance Scheme (NDIS).

The GCH 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. Services including home care, personal care and help with daily living tasks that build confidence and capability with a person-centred care approach and assists in improving the coordination of care and increased community access and participation for participants.

Key responsibilities

1. In consultation with the Program Leader provide leadership to the Service Response Officers, and Community and Domestic Support Workers.
2. Provide internal supervision for the Community and Domestic Support Workers.
3. Implement recruitment, induction, ongoing training and onboarding of new staff in consultation with the Program Leader.
4. Accomplish staff results by communicating job expectations, planning, monitoring and appraising job results in consultation with the Program Leader.
5. Assist with data entry for external invoices.
6. Assist and Maintain Meals on Wheels program.
7. Assist the Program Leader to reconcile fortnightly time sheet and staff rosters for payroll processing.
8. Schedule and chair program meetings, minute taking and agendas.
9. Maintain records accurately and efficiently in line with organisational audit requirements and ensure support is delivered to clients.
10. Assess all new referrals consistent with contributing to the client centred practice and care of all clients including management of GCH waitlists.
11. Conduct home visits as required to meet funding guidelines.
12. This position requires travel between all GCH work sites.
13. Ensure GCH Community Assist is delivering quality services and working in a continuous quality improvement framework to meet the required quality standards.

14. Liaise with internal and external stakeholders on issues or concerns raised and resolve effectively in consultation with the Program Leader.
 15. Participate in the on-call roster as required for after-hours phone contacts.
 16. Provide supervision and support to students as required.
 17. Foster a respectful and inclusive work environment by treating colleagues, clients and other stakeholders with courtesy and respect.
 18. 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

- Tertiary qualifications in Community Services, Business Management or demonstrated relevant experience.

Mandatory

- Previous management and budgetary experience.

Desirable

- Demonstrated experience in service delivery and client centred practice in a home care service program.
- Familiarity with various funding streams relevant to home care service delivery.
- Demonstrated human resources experience in recruitment, induction and training of staff.
- Demonstrated experience in the reconciliation of time sheets and staff rosters.
- Ability to maintain records accurately and efficiently in line with organisational audit requirements.
- 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 attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
 - High level verbal and written communication 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.
 - Demonstrated ability to contribute to positive workplace culture and practices.
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Quality, Health & Safety

- Act in a way that maintains physical and psychological health and safety for self and others.
- Adhere to safe work practices relevant to the role.
- Promptly report issues that might put self or others at risk, including incidents and near misses, and respond appropriately to risks and reports from others when appropriate to do so.
- Is kind to self and others.
- Contribute to workplace safety and reduction of workplace injuries.
- Ensure team members, consumers/participants and visitors are safe, and accurately report any incidents, hazards and near misses in a timely and professional manner.
- Work at all times within a culture of continuous quality improvement.

Personal attributes

- Empowering
 - Professional
 - Inclusive
 - Compassionate
 - Courageous
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Licences and registrations

- Current National police check
- Current Employee Working with Children Check
- Victorian driver licence
- NDIS Worker Screening Check

Please note: These checks are a standard part of our employment process at Grampians Community Health. If the results of these checks are not aligned with the requirements of the role, we may reconsider the offer of employment.

Required training

- MARAM Brief and Intermediate.
 - Cultural Awareness Training.
 - NDIS Worker Orientation – ‘Quality, Safety and You’.
 - NDIS Worker Orientation – Supporting Effective Communication.
 - Internal online courses as required.
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Position Description last updated and approved by CEO

January 2026