

Position title	Senior Care@Home Officer		
Position holder	Vacant		
Program	Community Assist Care@Home		
Funded by	Grampians Community Health		
Based at location	Stawell		
Responsible to	<ul style="list-style-type: none"> • Program Leader Community Assist • Manager Community and In Home Assist • General Manager People and Community Support • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • Service Response Officer • Rostering Officer • Group Facilitators • Individual Support Workers • NDIS Mental Health Support Workers 		
Award	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	HS2		
Hourly rate	\$34.4658	Annual	\$68,104
Status	Full Time		
Hours per week	38 (1.0 EFT)		
PD last updated and approved by CEO	October 2021		

Position summary

The Senior Care@Home Officer 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. 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, 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 Rostering Officer, Service Response Officer, Individual Support Workers, NDIS Mental Health Support Workers and Group Facilitators.
2. Provide internal supervision for the Individual Support Workers and Group Facilitators.
3. Develop and 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 to provide fortnightly report to the finance department and data preparation for external invoice processes.
6. Assist the Rostering Officer to reconcile fortnightly time sheet and staff rosters for payroll processing.
7. Schedule and chair program meetings, minute taking and agendas.
8. Understand the development and implementation of the group programs and activities (in accordance with NDIS and internal funding requirements and ratios).
9. Develop and coordinate quality systems, procedures, and productivity/customer service standards in collaboration with GCH policies.
10. Maintain records accurately and efficiently in line with organisational audit requirements and ensure support is delivered to clients.
11. Assess all new referrals consistent with contributing to the client centred practice and care of all clients.
12. Liaise with internal and external stakeholders on issues or concerns raised and resolve effectively in consultation with the Program Leader.
13. Identify trends and new opportunities and consult for business opportunities and development.
14. Participate in the on-call roster as required for after-hours phone contacts.
15. Provide supervision and support to students as required.
16. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.

Key selection criteria

Qualifications

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

Mandatory

- Previous management and budgetary experience.

Demonstrated skills, experience and/or understanding of:

- 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.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, 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 contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)

Personal attributes

- Ethical and inclusive
 - Self-disciplined
 - Collaborative and supportive
 - Flexible and resilient
 - Creative and agile thinking
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Conditions of employment

This position is full time ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police 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.

Employee acceptance of position:

Employee signature

Vacant

Date
