

Position title	Senior Care@Home Officer		
Position holder	Vacant		
Program	Direct Support		
Funded by	Grampians Community Health		
Based at location	Stawell		
Responsible to	<ul style="list-style-type: none"> • Program Leader • Manager Healthy Communities and Direct Support • General Manager People and Community Support • 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 2018-2022		
Classification	HS2 to HS3		
Hourly rate	\$33.7895 to \$37.6763	Annual	\$66,768 to \$74,448
Status	Full Time		
Hours per week	38 (1.0 EFT)		
PD last updated	November 2020		

Position summary

The Care@Home 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 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 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.

The position provides overarching leadership to the new rostering officer role and service response officer role, facilitators and ISWs supervision.

Key responsibilities

1. Provide leadership to the Rostering Officer, Service Response Officer and Individual Support Workers including internal supervision.
2. Develop and implement recruitment, induction, training and onboarding of new staff in consultation with the Program Leader.

3. Accomplish staff results by communicating job expectations; planning, monitoring, and appraising job results in consultation with the Program Leader.
 4. Understand the development and implementation of the group programs and activities (in accordance with NDIS and internal funding requirements and ratios).
 5. Develop and coordinate quality systems, procedures, and productivity/customer service standards in collaboration with GCH policies.
 6. Maintain records accurately and efficiently in line with organisational audit requirements and ensure support is delivered to clients.
 7. Assess all new referrals consistent with contributing to the client centred practice and care of all clients.
 8. Liaise with internal and external stakeholders upon raised issues or concerns and resolve effectively, in consultation with the Program Leader
 9. Identify trends and new opportunities and consult for business opportunities and development.
 10. Participate in the on call roster as required.
 11. Provide supervision and support to students as required.
 12. 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.

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.
- 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)
- Current Working with Children Check
- Disability Worker Exclusion check

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

And requires the following checks:

- Satisfactory police check
- Working with Children Check
- Clear Disability Worker Exclusion Scheme 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.

Chief Executive Officer approval:

CEO signature

Greg Little

Date

General Manager approval:

General Manager signature

Kathy Day

Position

General Manager People and Community Support

Date

Manager review:

I have reviewed and approve this position description

Manager

Karen Watson

Position

Manager Healthy Communities and Direct Support

Date

Employee acceptance of position:

Employee signature

Vacant

Date