

## Job Description

<b>Job Title:</b>	<b>Senior Service Support Officer</b>
<b>Ref No:</b>	SUP645
<b>Portfolio:</b>	Active Living
<b>Service Stream:</b>	AnglicareSA Home Care
<b>Reports to:</b>	Manager Home Care
<b>Classification:</b>	Salaried
<b>Date:</b>	May 2016

## Job Purpose

To support, mentor and supervise Service Support Officers (both Administration and Rostering) as they coordinate and administer the professional and efficient delivery of support services to the Home Care Services Team in a way that is responsive to the needs of clients while delivering exceptional customer service in alignment with Consumer Directed Care.

To ensure all aspects of the role are completed in a manner that is in accordance with the Home Care Standards, Home Care's Model of Service, policies, procedures and AnglicareSA's values and customer commitment.

## Key Result Areas

### Team Leadership

- Assist the Manager, Home Care in the leadership and delivery of support services to the Anglicare SA's Home Care program
- Manage workloads and the allocation of work duties
- Monitor customer service including feedback both internally and externally to ensure the highest level of customer service is maintained.
- Empower staff with knowledge and training related to best practice principles in relation to customer service and efficient delivery of a range of support services to both internal and external clients.
- Ensure areas of accountability work in accordance with operational priorities and performance objectives for the Anglicare Home Care team
- Identify opportunities for collaboration with other services and programs within the Active Living services stream and more broadly AnglicareSA
- Set work priorities for staff in your area to ensure achievement of business/service objectives. Monitor program performance against Key Performance Indicators. Report trends and recommend responsive actions.
- Ensure customer service standards are maintained, monitor performance of staff and promptly address complaints and concerns to the Manager Home Care.
- Record quality improvement suggestions and staff/client feedback and participate in the development of solutions and continuous improvement.

### Coordination/Administration

- Liaise with Anglicare Corporate Services in the management of personnel including criminal history assessments, employment documentation, mandatory training and performance management.
- Assist with the development and maintenance of office systems for the effective administration of the program.
- Ensure confidential management and mandatory compliance in relation to storing and destruction of client records and admin files.
- Complete documentation in an accurate, professional and timely manner that meets AnglicareSA, Legislative, funders/stakeholders expectation and best practice service delivery.
- Prepare daily, weekly and monthly reports as required.
- Assist to recruit, select and induct new staff to the Program.
- Coordinate the maintenance & development of IT resources & Client Information Management systems.
- Ensure accurate client records are maintained and securely stored.
- Develop and maintain procedures and processes to ensure effective program delivery and compliance.



- Conduct meetings, record minutes, develop agendas and distributions in relation to team activities relating to direct reports.

**Financial**

- Ensure Anglicare financial policies and procedures are followed.
- Compile and produce reports and statistical information in relation to program KPI's as requested by the Manager Home Care and/or Senior Manager Home Care.
- Complete financial acquittals and provide comprehensive accounts payable and receivable support to the Home Care team under the direction of the Manager Home Care and AnglicareSA's financial policies and procedures and in line with government funding and contractual requirements.

**People Leadership**

- Manage your team to provide effective and efficient delivery of all services and programs in your area of responsibility.
- Monitor performance of staff on a daily basis to ensure satisfactory performance in line with program, funder (contractual) and client expectations. Provide general feedback and/or guidance and identify any performance problems and learning difficulties and liaise with the Manager Home Care to help facilitate solutions.
- Ensure all staff receive proper induction and ongoing training so they understand the requirements of their positions and are aware of Anglicare SA's vision, mission, values and their obligation to comply with Anglicare SA's policies and procedures.
- Champion Anglicare SA's vision and values in your area of responsibility
- Promote and lead a "learning culture" for all employees within the work area.
- Actively support and advise staff on best practices to ensure efficient and timely customer service.
- Work positively and in a consultative manner with staff.

**Continuous Improvement**

- Drive a culture of continuous improvement in your area of responsibility and embrace change which promotes AnglicareSA's vision for the future.
- Engage your team in implementing system improvements
- Ensure efficient and effective participation in organisational quality systems and programs and facilitate regular program audits.
- Participate and contribute to team processes, and meetings.
- Actively participate and contribute to quality improvement programs and other program activities to meet service, legislative and accreditation standards.

**Professional Development**

- Participate in training opportunities including attendance at all mandatory training and completion of all mandatory online training programs, as directed.
- Work towards meeting training and development targets as agreed in the performance review process.
- Contribute towards developing a positive and harmonious work culture.
- Keep up-to-date with the organisational computer system and software packages as appropriate.
- Actively commit to quality improvement programs and other activities to ensure service/accreditation standards are achieved.

**Work Health and Safety (WH&S)**

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
- Contribute to the processes/systems for work to be carried in a safe manner and that Work Health and Safety action plans are developed and implemented.
- Participate in regular workplace inspections and audits are conducted.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

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**Direct Reports:** Service Support Officers – Administration & Rostering

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**Specific Job Requirements**

- You may be required to travel to other AnglicareSA sites on a as needs basis.
- You may be required to regularly work additional hours to meet deadlines and other requirements.



**Standard Job Requirements (all staff)**

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **CrimTrac National Police History Check**☐ **DCSI Child-Related Employment Screening****Person Specification****Qualifications/Experience**

- Certificate IV in Business Administration (desirable) or similar qualification

**Demonstrable Requirements / Selection Criteria****Team Leadership**

- Proven experience in a team leader/office administrator or similar role.
- Proven experience in driving teams to deliver quality customer services.
- Proven knowledge and understanding of Customer Service standards and principles.
- Demonstrated understanding of the issues for Community Aged Care clients
- Possess drive, initiative and the ability to positively adjust to changing requirements and situations
- A collaborative, flexible approach to problem solving
- Self-directed, committed and innovative.
- A high degree of personal integrity and reliability
- Ability to work with people from diverse backgrounds and disciplines.

**Coordination / Administration**

- Proven customer service, communication, listening and interpersonal skills to be able to problem solve and liaise with a wide range of internal and external clients.
- Extensive administrative experience (including financial, data entry, word processing skills) to be able to complete administrative, financial acquittals, accounts processing and document preparation requirements of the job in an efficient, timely and accurate manner.
- Excellent communication skills, both written and verbally;
- Ability to manage competing demands and priorities in a changing environment
- You will be required to have advanced computer literacy skills.
- Experience in maintaining and operating in environments where information is of a private and/ or confidential nature.
- Proven excellent organisational skills to enable arrangement and coordination of services.
- Able to work energetically, positively and productively as part of a team (and with initiative and minimal supervision) to provide care that meets the needs of clients while adhering to legislative, regulatory, policy and procedural requirements.

**Financial**

- Extensive experience in preparing and processing accounts payable and receivable functions.

- Experience in preparing financial acquittals.
- Experience in analysing financial information in line with targets and preparing reports for the Home Care Manager and Senior manager Home Care.

## People Leadership

- Proven experience in leading a team, staff development, performance management and in facilitating positive working environments.
- Ability to influence and engage.
- A level of approachability and openness to consider other points of view.

## Continuous Improvement

- Proven ability to contribute to operational plans that consider risk, budgetary requirements, business development and organisational needs.
- Experience operating within legislative, government regulation, funding agreement, quality and accreditation frameworks.

## WH&S

- WH&S knowledge and skills suitable for the position.

## Cultural Fit

- Work within a team environment in accordance with AnglicareSA's values.
- Demonstrated capacity to uphold AnglicareSA's mission statement and to adhere to AnglicareSA's values in the performance of duties.

## Competencies

*The competencies below reflect requirements for this position. They may be used as part of the selection process when recruiting for the position and for performance reviews.*

### General Competencies - All Positions

<b>Living the AnglicareSA Values</b>	Display the values in undertaking their duties.
<b>Cultural Respect of Aboriginal Peoples</b>	Respectfully engage and respond to the needs and aspirations of Aboriginal people and communities.
<b>Valuing Diversity</b> <i>(race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political affiliation etc.)</i>	Demonstrate acceptance, respect and appreciation of individual differences.
<b>Work Health, Safety and Environmental Awareness</b>	Follow WHS&E policies and procedures.
<b>Teamwork and Cooperation</b>	Support the team and work cooperatively as a team member.
<b>Communication</b>	Actively engaging in communication activities whilst undertaking their duties.



## AnglicareSA Vision

Justice, respect and fullness of life for all.

## AnglicareSA Purpose

AnglicareSA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life.
- Responding to needs and issues in ways which enhance and protect dignity and integrity.
- Promoting social justice.

## AnglicareSA Values

- **Integrity**  
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**  
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**  
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**  
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**  
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

## ACCEPTANCE/AUTHORISATION

Jobholder Signature: ..... Date .....

Print Jobholder Name: .....

General Manager, Active Living Signature:  .....

Date: 31/5/16 .....

