



INFORMATION PACKAGE

POSITIONS VACANT

COMMUNITY CARE RESOURCE OFFICER (JOB SHARE)

REF NO: ESC437

CLOSING DATE: 4.30PM THURSDAY 29 APRIL 2021

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MORUYA NSW 2537

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Thank you for enquiring about this position.
If, after reading the information in this package, you would like further information please contact Sally Pryor on (02) 4474 1003



Collaborative Respectful Team Spirit Professional Open + Trusting



Important Information

Use our on-line application system to apply for these positions. This can be accessed through the Vacant Positions section of Council's website www.esc.nsw.gov.au

Claims against the selection criteria

This is the most important part of the application:

- Only applicants who address the selection criteria will be considered for the position.
- The job description outlines the duties of the role and describes the selection criteria that your application will be checked against. It is recommended that you include examples where you can.
- Selection for interview is based on the responses you make to these criteria.
- The selection criteria are mandatory fields in the online application system and you will be required to provide a response to these criteria as part of the application process.

Prepare your resume (or CV)

- Prepare or update your resume (or CV) including your personal details, education and training, any relevant licences or certificates, employment history and contact details for at least two referees.
- Save your resume as a Microsoft word document or a PDF document, so it is ready for you to attach to your online application.
- Your resume should include a description of your skills, knowledge, personal qualities, experience and how they relate to the position.

Upload your resume, complete all sections of the online process and press submit to lodge your application.

Confidential referee checking will be carried out to verify the information provided in your application and at the interview. We will not contact any of your nominated referees without seeking your permission first.

For further information on how to make a great application don't hesitate to contact the Council's recruitment team on (02) 4474 1016.

Position Description

Community Care Resource Officer (Job Share)


Position Code	595
Division	Community Care
Location	Moruya Administration Offices
Band/Level	Administrative / Technical / Trades Band 2 Level 1

Council values

The Eurobodalla Shire Council is guided by organisational values of collaboration, respect, team spirit, professionalism and openness and trust. These values contribute to the organisation's strategic direction and assist with decision making.

Our values represent 'the way we do things' and underpin the range of professional relationships we have with others in our day-to-day work. By reflecting and upholding our values throughout the organisation, we can make a positive difference for our community and our colleagues.

We are proud to be an equal employment opportunity employer. We have a strong commitment to enhancing equality of employment opportunities for all people, including those from diverse and minority backgrounds.

 Our values	We collaborate	We ask for and share ideas, insights and knowledge. We find strength and reward in working together.
	We are respectful	We show respect and compassion to each other and our community. When there are issues, we go to the source.
	We show team spirit	We nurture and value our relationships, bringing out the best in each other.
	We are professional	We act with integrity, take pride in our work and always think first of our community. We aim for excellence in all that we do.
	We are open and trusting	We are upfront and sincere and trust our colleagues to respect our honesty and vulnerability. We look for the best in people and expect that in return.

Primary purpose of the position

To allocate resources for the Community Care service delivery team, including Direct Support Worker (DSW) staff and vehicles and providing customer service and support to clients, DSW and Planners.

Main duties and key result areas (KRA)

1. Efficiently allocate DSW and vehicles and issue rosters and relevant documentation to DSW as directed by the Planning team and according to agreed procedures.
KRA: Staff and vehicles are allocated efficiently and appropriately as directed, changes and conflicts managed; DSW receive rosters and other relevant client/service information within agreed timeframes.
2. Work collaboratively with the DSW Development Officer, responding to DSW leave/availability advice and actioning any requests in relation to minimum hours/WHS issues.
KRA: Resource allocation reflects DSW leave and availability and pays regard to Award conditions and WHS considerations as directed.
3. Provide high quality, responsive customer service, confirming services with clients and participants as directed by the Planning team.
KRA: Customer service is prompt and professional and customers receive confirmation of service as directed by Planners and program delivery requirements.
4. Undertake reconciliation of approved services, including confirmation of services in TCM database as directed.
KRA: Approved services are reconciled and confirmed (both DSW and vehicles) in TCM database as directed.
5. Contribute to the development and implementation of efficient processes and procedures for rostering and resource allocation.
KRA: Systems in place meet the needs of Community Care staff.
6. Follow EEO and diversity principles and practices.
KRA: Work practices are compliant with EEO and diversity policies and procedures.
7. Maintain own health and safety and that of other people at the workplace or those who may be affected by the work being carried out.
KRA: Council's WHS Policy and procedures complied with.

Qualifications/Experience (Selection Criteria)

Essential

1. Demonstrated ability to successfully deliver the administration component of service delivery within the Community Care team.
2. Demonstrated experience in a variety of resource allocation.
3. Significant experience in providing quality customer service, including the ability to triage customer needs.
4. Demonstrated knowledge of issues relating to older people and people with disability and the ability to successfully communicate with these customers.
5. Experience in using client data management systems.
6. Keyboard skills and computer literacy with the Microsoft Office package and database programs.
7. Willingness and ability to follow EEO and diversity principles and practices.
8. Knowledge of, or the ability to quickly gain knowledge of, Council's WHS Policy and procedures.

Desirable

1. Knowledge of The Care Manager client management system.

Appointment to this role is dependent on an assessment of the results of a
National Criminal History Record Check

The requirements outlined in Council's Policies and Codes of Practice apply to all employees of Council.

EMPLOYEE: Vacant
SUPERVISOR: Kate McIntyre, Team Leader Community Care Administration
DATE: April 2021

CONDITIONS OF EMPLOYMENT

Position Title:	Community Care Resource Officer (Job Share)
Reference Number:	ESC437
Grading:	Grade 7 of Council's salary system
Salary Range:	<p>In the range of \$33.17 to \$35.15 gross per hour comprised of:</p> <ul style="list-style-type: none"> * \$30.29 to \$32.10 base salary, plus * \$2.88 to \$3.05 superannuation (calculated at 9.5%)
Award:	Local Government (State) Award 2020
Probation:	A probationary period of three months applies to new staff members. Ongoing employment is subject to successful completion of the probationary period.
Criminal Record Check:	A satisfactory outcome as a result of a National Criminal History Record Check is required for appointment to these positions. Preferred candidates will be asked to consent to this check as part of the pre-employment process. Please note that people with criminal records are not automatically barred from applying for this position and each application will be considered on its merits.
Pre-placement Medical:	An offer of employment for these positions may be subject to medical clearance to verify that you are safely able to undertake the duties of the position. Pre-placement medical examinations are at Council's expense.

Hours of Work: These are permanent 35 hour per fortnight positions, working over 5 working days.

Position 1

Week One - work 3 days

Week Two – work 2 days

Position 2

Week One – work 2 days

Week Two – work 3 days

The actual work days will be confirmed with the successful applicants on appointment. There is also the possibility of additional hours as required to cover staff leave, periods of high workload, etc.

Standard office hours are:

8.30am to 4.30pm

Monday – Friday

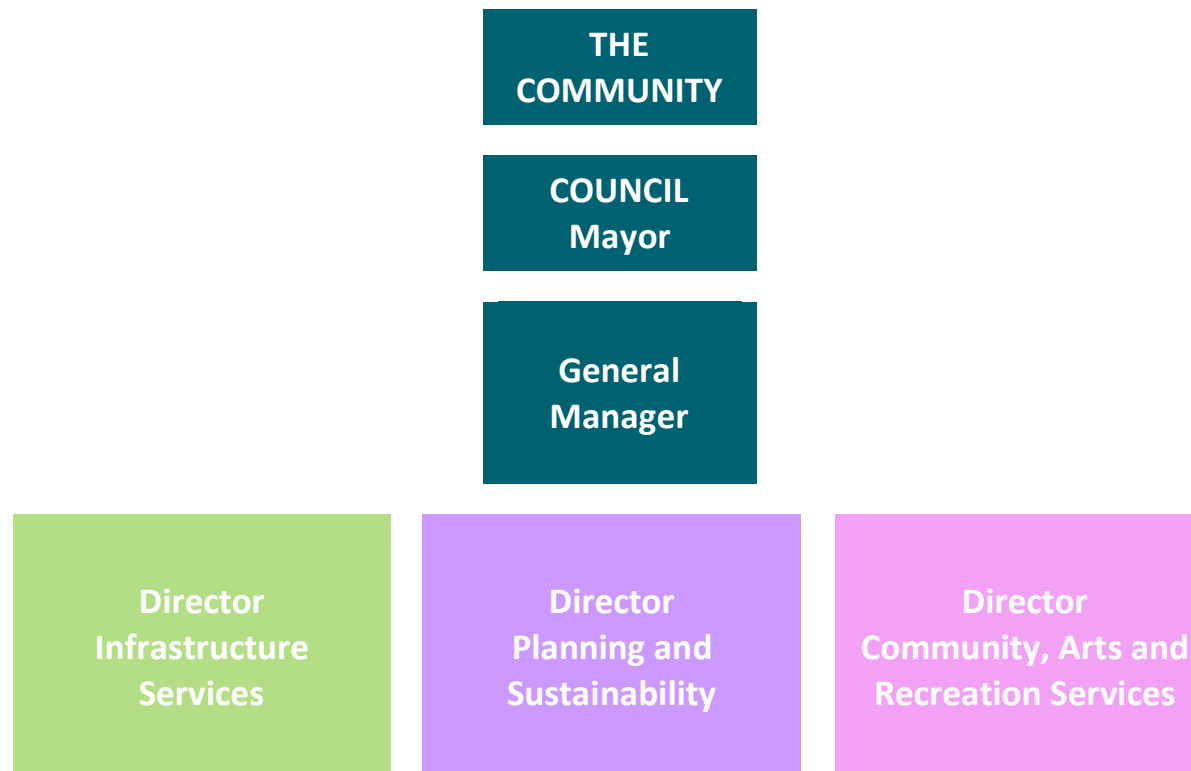
ESC has a Council Agreement which provides for flexibility in working hours by individual agreement between employees and managers.

Location: Based from Dr Mackay Community Centre, 9 Page Street Moruya, and may be required to work at various locations across the Shire.

Leave Entitlements: Pro rata of full time entitlements will apply. Full time entitlements are 4 weeks annual leave per full year of service and 3 weeks sick leave.

ESC is committed to a safe and mentally and physically healthy workplace environment. Council is an equal employment opportunity employer with a smoke free work environment. We encourage applications from people of Aboriginal/Torres Strait Island backgrounds, people with a disability and their carers, people from non-English speaking backgrounds and women.

EUROBODALLA SHIRE COUNCIL ORGANISATION CHART



EUROBODALLA SHIRE COUNCIL

DIVISION CHART

