

## POSITION DESCRIPTION

Service Support Officer – Ageing Services OR Disability Services	
DIVISION:	Community Spaces and Services
SECTION:	Community Services
ACCOUNTABLE TO:	Co-ordinator Ageing OR Disability Services
STAFF REPORTS:	Nil
LOCATION:	Forster
CLASSIFICATION:	Band 2/Level 1
GRADE:	Grade 6 (Great Lakes Salary System)
AWARD:	Local Government (State) Award
EMPLOYMENT STATUS:	Ageing - 2 x Permanent Part-Time Disability- 1 x Permanent Full Time & 1 x Permanent Part Time
HOURS OF WORK:	Permanent Full Time - 35 Permanent Part Time - Various
REVIEW DATE:	May 2020

### POSITION OVERVIEW

These positions are responsible for managing service rostering and administration, initial client intake and providing administrative support and customer service across the Ageing OR Disability Services team in order to support the delivery of quality, client centred services.

The **Ageing Services** team deliver a range of services for older people, people with dementia and their carers including individual and group social support, respite, personal care, home nursing and domestic assistance. Services are delivered under the Commonwealth Home Support Program, Home Care Packages Program and specialty support services are also offered for people with a palliative illness.

The **Disability Services** team deliver capacity building and core support services to people with disability, including co-ordination of supports, individual activities, group activities and in and out of home respite. Services are delivered under the National Disability Insurance Scheme.

The incumbent of this position is expected to demonstrate the following attributes and capabilities in undertaking their role.

Personal Attributes		
<b>Display Resilience and Voice</b>	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
<b>Act with Integrity</b>	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards	Foundational
<b>Manage Self</b>	Show drive and motivation, a measured approach and a commitment to learning	Intermediate
<b>Respect</b>	Show respect for diverse backgrounds, experiences and perspectives	Intermediate

<b>Work Safely</b>	Take care of own health and safety and that of others	Intermediate
<b>Communicate Effectively</b>	Communicate clearly, actively listen to others and respond with respect	Foundational
<b>Customer Service Focus</b>	Provide customer centred services in line with organisational objectives and agreed service standards	Foundational
<b>Work Collaboratively</b>	Engage and collaborate with others and value their contribution	Foundational
<b>Build Relationships</b>	Gain consensus and commitment from others and resolve issues and conflicts	Foundational
<b>Deliver Results</b>	Achieve results through efficient use of resources and a commitment to quality outcomes	Foundational
<b>Plan and Prioritise</b>	Plan to achieve work and team priorities and respond flexibly to changing circumstances	Foundational
<b>Think Critically and Solve Problems</b>	Think, analyse and consider the broader context to develop practical solutions	Foundational
<b>Demonstrate Accountability</b>	Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in addressing risk	Intermediate

## **KEY ACCOUNTABILITIES & DUTIES**

### **SPECIFIC**

- Provide quality customer service for the Ageing or Disability Services team.
- Manage staff rostering.
- Manage initial client intake.
- Office administration for the Service including:
  - Fleet rostering.
  - Entry and confirmation of service delivery data in the client management system.
  - Processing of program finances.
  - Provision and receipt of field staff information.
  - Consumables stock management.
  - Preparation and distribution of service promotional materials.
  - Maintenance of service agreements.
  - Preparation for staff new starters.
  - Provision of service data to project partners.
  - Arrangement of service vehicle cleaning and maintenance and facility maintenance.
  - Receipting and banking.
  - Manage petty cash / cash advances.
  - General clerical duties.
- On call.

## **GENERAL**

- Contribute to the delivery of organisational outcomes and the Community Services Operational Plan.
- Provide a high level of customer service to the community, internal customers and other stakeholders.
- Work collaboratively with others to deliver quality outcomes.
- Ensure compliance with relevant legislation and statutory requirements.
- Support and contribute to a culture of continuous improvement
- Other duties within the employee's skill, competence and training as directed and in accordance with the Local Government (State) Award.

## **SELECTION CRITERIA**

1. Certificate level qualifications in Business Administration or related, preferably also qualified as an Assistant in Nursing.
2. Experience in a customer service / business administration role, preferably working with older people and people with dementia.
3. Comprehensive program knowledge.
4. Experience and comprehensive knowledge working with client management systems, preferably TCM.
5. Sound communication and interpersonal skills.
6. Commitment to customer-centred service delivery with a proven record of achievement.
7. Ability to work on call.
8. Current C class drivers licence and working with children check clearance.

## **EQUAL EMPLOYMENT OPPORTUNITIES (EEO) ACCOUNTABILITIES**

All Council staff are expected to adhere to Council's EEO policies and procedures including to provide employees with equal access to fair, prompt and confidential processes.

## **WORK HEALTH SAFETY (WHS) ACCOUNTABILITIES**

All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW work, health & safety legislation. Staff are also expected to adhere to Council's relevant safe work instructions, policies and procedures.

## **RISK MANAGEMENT ACCOUNTABILITIES**

All Council staff are expected to identify, minimise and report risks within their area of operation and responsibility and participate in risk management training as appropriate in accordance with Council's adopted Risk Management Policy and Framework.

## **FRAUD AND CORRUPTION ACCOUNTABILITIES**

All Council staff are responsible to prevent, detect, mitigate against and report fraudulent and corrupt behaviour in accordance with Council's adopted Fraud and Corruption Control Policy and Strategy.

## **ETHICAL BEHAVIOUR**

All Council staff are expected to ensure their personal conduct is ethical and consistent with Council's Code of Conduct and that their behaviour complies with Council's policies, procedures and principles.

## DELEGATIONS

All council staff are expected to comply with the financial and operational delegations issued to them as per Council's delegations registers.

### ACKNOWLEDGEMENT

This position description and associated information is not to be considered as a comprehensive, complete and / or exhaustive list of responsibilities and accountabilities, it is indicative of the position only. The position incumbent must be aware that their role and position are dynamic. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council. People and positions develop over time and this position description is intended to facilitate this, as a living document, where your active involvement is a critical element. It is highlighted that this position is a member of a team. As such the incumbent is expected to learn the roles and duties of others in the team and to help other team members when required, to guarantee quality outcomes.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary.

Employee's Signature:

Date:

Manager's Signature:

Date: