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## Position Description

Role:	Care Programs Officer
Department:	Community Development / Community Care
Reports to:	Care Programs Coordinator
Reports:	Nil

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### WORKING AT MOSMAN COUNCIL

Members of the Mosman Council staff team are expected to be:

- Ethical
- Excellent communicators
- Committed to customer service
- Technically and professionally competent, with a pride in keeping their knowledge current
- Focussed on solutions
- Team players

### MAIN PURPOSE

Mosman Council Community Care is a small team committed to supporting community members to remain independent in their own home. Key work areas include:

- Intake, assessment, and coordinating a range of social support programs.
- The management of incoming referrals from My Aged Care, the creation of client Care Plans and ongoing referral and reassessment.
- Coordinating a team of volunteers that provide 1:1 assistance and support to community members.
- Event planning for our annual provider's forum and other educational seminars throughout the year.

## **KEY RESPONSIBILITIES**

- Management of My Aged Care portal including incoming referrals, reassessment requests and updating client information and services.
- Conduct community care assessment and provide direct client support in consultation with relevant service Coordinators.
- Provide direct client support in consultation with relevant service Coordinators.
- Regularly follow-up and monitor the wellbeing of existing clients and those who may have recently stopped using the services. Make adjustments to clients' care preferences as requested.
- Coordinate social support groups, including dementia friendly programs.
- Assist in the running of social day outings for frail older clients as required.
- Supervise and coordinate the volunteer programs providing 1:1 social support for clients
- Develop and maintain close relationships with local, sub-regional and regional organisations providing services relevant to the needs of the target group
- Promote Mosman Community Care to external service providers and community groups.
- Promote membership and actively assist in marketing services to new and existing clients. Assist with ongoing Client Satisfaction surveys and measurement of programs success
- Work closely with the Community Care Team to provide high quality services through appropriate client referrals and general support of volunteers as required.
- Assist with department's events and functions including the Annual Providers Forum an event that showcases our programs and services.
- Provide support to other functions of the Team as directed by the Supervisor or Manager.
- Back up driver for Community Transport and Mosman Meals.
- Promptly and accurately register incoming correspondence and information that requires an action or represents official business into Council's electronic Corporate Information Management System (ECM) in accordance with approved protocols and standards
- Ensure all work is carried out in accordance with legislative, industrial and Council policy requirements and standards in the area of Equal Employment Opportunity
- Act lawfully, honestly and exercise a reasonable degree of care and diligence in carrying out your functions and comply with our Code of Conduct and Prevention of Fraud and Corrupt Conduct Policy
- Other duties may be allocated by the Supervisor or Manager as required

## WORK HEALTH AND SAFETY RESPONSABILITIES

As an employee of Mosman Council, you must:

- Take reasonable care for your own health and safety
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as you are reasonably able, with any reasonable instruction that is given by Mosman Council (to comply with its responsibilities under the *WHS Act*)
- Co-operate with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to workers
- Participate in training, emergency response rehearsals and reviews
- Keep the workplace safe, clean and tidy
- Cooperate with safe work method statements, standard operating procedures and controls
- Report all incidents, near misses and injuries
- Report hazards
- Undertake rehabilitation and return to work program requirements, where required
- Wear and maintain provided Personal Protective Equipment (PPE)
- Cooperate with Site Safety Rules
- Actively participate in any other safety activities

## **SKILLS AND COMPETENCIES - Selection Criteria**

### **Essential:**

- Tertiary qualifications in Social Work, Psychology, Community Services or other relevant qualification
- Demonstrated experience providing assessment, information, referral and support services for older people and/or people with a disability and their carers. Experience of working with people with dementia would be an advantage
- In depth understanding of and recent experience working within Commonwealth Home Support Program (CHSP), My Aged Care and National Disability Insurance Scheme (NDIS) frameworks, programs and processes
- Excellent communication, with strong oral, written and interpersonal skills. Ability to communicate effectively with the client group and a strong team orientation
- Excellent computer proficiency with Windows applications. Competence in the operation of client management software (Council uses HMS) and high level of computer literacy.
- Demonstrated commitment to quality customer service with a focus on outcomes and continuous improvement
- Strong coordination skills to manage our volunteer social support program and provide individual support to volunteers.
- First Aid Certificate or willingness to obtain one
- Current Class C Driver Licence and willingness to drive and use Council vehicles
- A satisfactory Police Check

### **Desirable:**

- Confident public speaker
- Understanding of WHS issues in the workplace and equal employment opportunity (EEO) principles
- Good aged and disability referral networks
- Experience in implementation of Wellness and Reablement approach to services.

## Conditions of Employment

Mosman Council operates under the Local Government (State) Award 2020.

Hours:	140 hours over a full week period across a 7 day spread of hours
Status:	Full-time
Qualifications:	Tertiary qualifications in Social Work, Psychology, Community Services or related field.
Experience:	Demonstrated experience as outlined in essential criteria
Commencing Salary / Range:	Group E Council Salary System plus Superannuation Band 2, Level 2 to Band 3, Level 1
Position Approved By:	Director Community Development
Approved Date:	January 2023

### ***Employee only:***

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's name (printed) .....

Employee's signature ..... Date .....