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# Positive Ageing Officer

Position description

November 2019

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Northern Grampians Shire Council  
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## Position description

Position title	Positive Ageing Officer
Classification	Band 4
Department	Communities

## Our organisation

Northern Grampians Shire Council values community spirit, innovation and collaboration. We have implemented Activity Based Working, operate on Google platform, and where possible we are upgrading our systems to be cloud-based. This improves efficiency and equips our employees to undertake their roles effectively whether they are working in the office or out in the community.

## Position objectives

This position is responsible for providing administrative support and positive customer engagement interactions with clients, carers, employees and allied health services in the provision of Council's Positive Ageing service.

## Key responsibility areas

### Home Services administration

- Provide positive customer engagement and solution based interactions with clients, carers, contractors, suppliers and allied health professionals in relation to all services provided by Positive Ageing services.
- Actively organise rosters and update roster data in Council's management system (Carelink) for Home Care, Personal Care and Respite Care including fortnight, weekend and public holiday rosters
- Provide support for other administration functions in Positive Ageing Services team as required, including having an understanding of administration responsibilities for the payroll process, client invoicing, and export information for when other administration staff take leave
- Respond to telephone calls, respond where appropriate or forward to the appropriate person, and implement messages for the 'Ezitracker' system
- Maintain confidential records and filing systems on Positive Ageing Services clients
- Arrange the distribution of the client and staff Newsletters
- Support Assessment Officers ensuring referrals are received and actioned
- Action hospital/nursing home etc admission and discharges
- Maintain up to date procedures for program administration tasks
- Support Team Leaders in the implementation of the Active Service Model and Living at Home Assessment and Quality
- Assist with software maintenance and administration as required

### Meals on Wheels administration

- Compile and maintain the annual volunteer delivery rosters and checking weekly to ensure volunteers are still available for the following week
- Prepare Meals on Wheels delivery rosters and forward to Council's contracted meal supplier
- Report client meal request/changes to Assessment Officers and document within electronic system
- Update order variations Meals on Wheels daily and advise meals supplier
- On a fortnightly basis record, check, tally and report meals quantities supplied
- Communicate regularly with the suppliers kitchen staff on the provision of meals
- Respond to enquiries and provide information relating to Meals on Wheels volunteer delivery service
- Recruit and register new volunteers ensuring they undertake relevant pre-engagement checks and receive appropriate induction and training
- Actively monitor a register of volunteer police checks and ensure volunteers maintain a current check
- Monitor delivery rounds to ensure they are the most practical routes to follow
- Foster good relationships with volunteers through communicating regularly, volunteer recognition activities and an annual review of availability.
- Other duties as required for ongoing quality Meals program

## Payroll

- Download and import payroll reports, approve unmatched shifts
- Process approved staff leave
- Provide backup support for all payroll functions

Perform, as directed, other duties that are within the limits of the incumbents' skill, competence and training.

## Corporate responsibilities

All staff will:

- ensure that Council's Code of Conduct is adhered to at all times
- adhere to Council's OH&S, risk management, equal opportunity and risk management policies, procedures and work practices as well as act in accordance with the Charter of Human Rights.
- ensure that information about the activities and direction of the role are communicated to managers and staff within the organisation
- ensure all organisational reporting, Council and management meeting requirements are completed accurately and on time
- ensure Council's document management and customer-tracking systems are utilised and correspondence is actioned within required time frames

## Organisational relationship

Reports to	Team Leader Positive Ageing
Supervises	nil
External relationships	Meals on Wheels providers, Volunteer staff, Home maintenance Contractors, service Providers, Clients, Software provider support, District nursing, State and Federal government agencies, Stawell Regional Health, Grampians Community Health and other service providers
Internal relationships	All Council employees

## Accountability and extent of authority

This position has the authority to:

- respond to and action client requests and works under the general supervision of the Team Leader Positive Ageing
- Implement roster changes

This position is accountable for:

- the quality and timeliness of the service provided and is required to exercise discretion within standard practices and process to ensure the standards are met under supervision of the Team Leader Positive Ageing
- maintaining accurate and up to date records

## Judgement and decision making

- judgement is exercised within the framework of policies, established administrative practices and departmental procedures but initiative is required to determine efficient process completion.
- the incumbent is expected to exercise discretion in relation to customer queries and day to day service operations and is required to plan their own work within given guidelines and will determine process and procedural requirements on a daily basis
- guidance and advice from the Team Leader Positive Ageing and other senior staff is always available.

## Specialist skills and knowledge

- Knowledge of Positive Ageing Services program, standards and guidelines incorporating Veterans Affairs, District Nurse and other service providers

- Ability to prepare a roster, monitor and implement administrative requirements for Direct Care staff and volunteers
- high level of computer literacy, experience working with the Carelink program would be an advantage

### **Management skills**

- the ability to respond to requests in an effective and timely manner, within a busy environment
- the ability to maintain good customer relations and ensure tasks are completed in line service requirements
- attention to detail and the ability to accurately enter and retrieve data from a computer system
- time management skills and the ability to set priorities and organise work to meet the needs of internal and external customers
- ability to assist other employees by providing guidance, advice and on-the-job training on routine technical, procedural or administrative matters.

### **Interpersonal skills**

- ability to effectively communicate with customers and employees to provide information and maintain good customer relations
- ability to gain cooperation and assistance from clients, members of the public and employees to solve problems through discussion
- ability to listen and respond to client enquiries
- ability to maintain confidentiality.
- responsive, empathetic, observation and listening skills

### **Qualifications and experience**

- Sound administration experience
- Demonstrated experience in relation to home service provision including a sound knowledge of the health and welfare system

### **Selection criteria**

1. Sound administration experience, including the ability to pick up new systems and technology quickly
2. Excellent communication skills including responsive listening skills
3. Time management skills with the ability to work under pressure to meet deadlines
4. Ability to maintain confidentiality

### **Conditions of employment**

Conditions of employment are in accordance with the *Northern Grampians Shire Council Enterprise Agreement Number 8 – 2018* and Northern Grampians Shire Council policies and procedures.

**Driving licence** – The incumbent must hold a current driver's licence which allows them to drive within Victoria.

**Medical examination** - Some appointments may be required to undertake a satisfactory pre-employment medical examination at Council's expense.

**Working with Children Check** - The incumbent must hold a current Working with Children Check.

**Police Check** - All appointments are subject to a satisfactory National Police Record Check. Position subject to a current national police check to be updated every three years and assessed as suitable to work in aged care.

**Workcover arrangements** - As a condition of appointment to this position, the appointee must disclose pre-existing illnesses or injuries prior to employment and may be required to undertake a medical examination with a Registered Medical Doctor; failure to do this may remove the appointee's entitlement to any future Workcover compensation.

### **Document review**

Date Approved/reviewed

September 2019

Reviewed by

Authorised by

Manager People and Culture

Chief Executive Officer

**Employee Signature**

[acceptance\_status]

[acceptance\_date]

[candidate\_name]