

POSITION DESCRIPTION

COMMUNITY SERVICES ADMINISTRATION OFFICER

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

| Thriving Community | Prosperous Economy | Clean And Green City | Places For People |
|---|---|---|---|
| <i>A City where people have the opportunity to connect and flourish</i> | <i>A City with a thriving economy that enriches its local community</i> | <i>A City that values its natural environment</i> | <i>An accessible City where people love to be</i> |

Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
Our systems, processes and tools are contemporary and reflect leading practice.
Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

| Make a Difference | Grow & Improve | Better Together |
|---|---|--|
| We serve our community well | We improve our work everyday | We collaborate & create to deliver meaningful outcomes |
| <ul style="list-style-type: none"> • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan | <ul style="list-style-type: none"> • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future | <ul style="list-style-type: none"> • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication |

POSITION DESCRIPTION

The position is:

| | | | |
|---------------------------|---|----------------------|---|
| Position Title | Community Services Administration Officer | | |
| Department & Section | Community Development – Community Wellbeing | | |
| Team | Community Services | | |
| Reporting to | Senior Community Services Officer | | |
| Positions Reporting to it | Nil | | |
| Classification and Stream | MOA Level 2 | | |
| Position Number | 5280 | Prescribed Position: | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |

How does this position contribute to our community?

- The Community Services Administration Officer position supports our ageing community to maintain their independence through provision of subsidised programs and services to stay safe within their homes, as well as keep socially connected through our social activities as part of the Commonwealth Home Support Program (CHSP) delivered within PAE.

What does the position do?

- Perform general administrative duties, including the receiving and distribution of phone calls, invoicing and purchasing for the Community Services Team, and the broader Community Development Section.
- Prepare monthly client invoices and resolve any issues.
- Support the team by ensuring data is inputted into the community services database and assist when required in accessing referrals from My Aged Care.
- Provide support to older residents and people with disabilities through the provision of information.
- Ensure client payments and statistics are entered accurately into the client database.
- Maintain inboxes and task lists as relevant to the teams in Community Development.
- Contribute to ongoing continuous improvement and the efficient and effective use of resources.
- Ensure standards of work are consistent with Aged Care Standards.
- Uphold Council's customer service standards and positively represent Council in community through community education programs and consultations.
- Responsible for the creation and capture of Corporate Records relating to this position.
- Other reasonable duties as required are undertaken.

What outcomes does the position deliver?

- Support for Older People in our community with the provision of information and linkages to services.
- Community Services work is consistent with Aged Care Standards and Council procedures.
- High quality administrative support for the Community Services Team and wider Community Wellbeing Section.

The behaviours we expect the position to contribute to our workplace are:

- Effective communication and information sharing.
- Customer focused and passionate about delivering for our community.
- Alignment to PAE Values and Code of Conduct.

- Interpersonal skills that build good work relationships.
- Sound problem solving, innovative thinking and informed decision making.
- Enthusiasm to complete tasks.
- A commitment to personal development and improvement.
- Adaptability and flexibility to new ideas and concepts.

Qualifications for the position

- A Current Australian Driver's License is essential.
- Current DHS screening – Child, Aged, Vulnerable is essential.
- Current Police Clearance is essential.
- Aged Care Worker Screening.

Experience

- Experience in an administrative or community services role is desirable.
- Experience and/or understanding of Records Management Responsibilities and Practices within local government.

Knowledge

- Knowledge of the role of Community Services.
- Understanding of aged and disability services offered by Council and other service providers within the region.
- Understanding of eligibility criteria for community services.
- Knowledge of Aged Care Standards.
- Knowledge of relevant Commonwealth, State and local agencies and resources.
- Broad knowledge of the roles, services and functions provided by the Council.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.
- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Employees

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.