

# POSITION DESCRIPTION

## COMMUNITY SERVICES 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

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



The position is:

|                           |   |                      |   |
|---------------------------|---|----------------------|---|
| Position Title            | Community Services 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 3                                 |                      |   |
| Position Number           | 5250,<br>5290,5291,<br>5971                 | Prescribed Position: | YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> |

## How does this position contribute to our community?

- The Community Services 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 as part of the Commonwealth Home Support Program (CHSP) delivered within PAE.

## What does the position do?

- Coordinates Home Services that support older people in our community.
- Accesses and actions referrals from My Aged Care, including making contact with residents to arrange services that provide them independence within their own home.
- Promotes community information and social connections.
- Delivers exceptional customer service that is welcoming, responsive and inclusive.
- Supports volunteers and contractors within their roles in community services, as well as provides support to the Community Services team as required.
- Interacts with older people in our community, and members of our community with disabilities to provide information, service provision and facilitate referrals.
- Undertakes service arrangements and prepares care plans of individuals in accordance with the CHSP program and Council policies and procedures.
- Receives and responds to referrals and coordinates appropriate service responses.
- Maintains referral networks with local service providers.
- Contributes to ongoing continuous improvement and efficiencies within the team.
- Upholds Council's customer service standards and positively represents Council in the community through community education programs and consultations.
- Other reasonable duties as required are undertaken.

## What outcomes does the position deliver?

- Delivery of objectives in line with City of Port Adelaide Enfield funding Commonwealth Home Support Program agreements.
- Support for older members of our community within their homes.
- Ensure standards of work are consistent with Aged Care Quality Standards and Councils policies and procedures.
- Delivers services for clients that support independent living and staying socially connected.
- The community consider City of PAE Community Services to be important in their lives.

**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, innovate 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 and Vulnerable, or willingness to obtain prior to commencement is essential.
- Current Working with Children Check Clearance, or willingness to obtain prior to commencement is essential.
- Child Safe Environments Training, or willingness to undertake upon commencement is essential.
- Aged Care Worker Screening.
- Qualification in Community Services or Aged Care.

**Experience**

- Experience in a similar community services-based role is desirable.

**Knowledge**

- General knowledge of aged care sector.
- Understanding of aged services offered by Council and other service providers within the region.
- Understanding of eligibility criteria for community services.
- Understanding of the principle of social inclusion and community services and awareness of social issues relating to the client group.
- Knowledge of Home Care Standards.
- Knowledge of relevant Commonwealth, State and Local agencies and resources.

**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 the 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.

**Procurement and Contract Management**

- Responsible for complying with Council's procurement policy and processes.
- Proficient in the application and requirements of procurement within a Local Government context.

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- Requirement to undertake regular training regarding procurement and contract management activities.

### **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.