

Position Description

POSITION DETAILS			
Position Title	Return to Country Support Officer		
Reports to	First Nations Team Lead – Return to Country		
Business Function	First Nations	Salary Band	ARRCS Enterprise Agreement 2023
Direct Reports	0	Classification Level	Social and Community Service Employee Level 2
Indirect Reports	0	Location	Northern Territory and South Australia

REPORTING RELATIONSHIPS	
Internal Key Relationships	Operational team members and senior management. NT Regional Office and support teams. First Nations Team Residents and Clients within out care and their families / relatives / carers
External Key Relationships	First Nations people and remote communities that we service. Third party companies / organisations providing services to ARRCS and / or our residents and clients.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

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PURPOSE

The Return to Country Support Officer is responsible for providing administration assistance to the Return to Country Program team. These tasks include scheduling, data entry, reception duties as well as ad hoc vehicle maintenance and service bookings. The Return to Country Support Officer would also be required at times to drive, clean and maintain program vehicles.

Reporting to the Return to Country Fleet Coordinator, this role will also provide support in day-to-day operations of the program as delegated including, when required, travel in the Troopy vehicles to remote communities and around Alice Springs.

KEY RESPONSIBILITIES

Service Delivery

- Daily entry of scheduled mobile respite data.
- Ensure that the data entry and documentation of our participants in the Return to Country Program are accurately entered into the participants clinical care plans.
- Management of the main reception line for the Return to Country program, answering phones, delegating calls and taking messages. Ensuring you operate in a customer centric manner and provide proactive support to clients and families wishing to utilise the program.
- Work with our clients and third-party stakeholders to not only build professional relationships but also to follow up on outstanding information, data, invoices or other requirements in relation to the program.
- Oversee management of the maintenance, cleaning, and general care of the Return to Country vehicles. This includes follow up on maintenance bookings, repairs, washing of vehicles and any other tasks delegated.
- Support the program in assistance with invoicing and payments.
- Booking travel arrangements for Return to Country staff via ARRCS preferred travel agent.
- Coordinate stocky and reordering of office supplies.
- Work as an advocate of the Return to Country program and utilise local networks within Aboriginal and Torres Strait Islander communities to promote reconciliation and positively represent ARRCS.
- Assist the Return to Country Program Coordinator on any special project or delegated tasks
- Travel to remote communities to support the program when required.
- Coordination and travel in the "Town Troopy" which involves supporting day trips and bus pick up and drops off around Alice Springs and regions within a 50km radius. Support will include but not limited to:
 - Travel in bus.
 - Bookings of pick up and drop off.
 - Adding documentation for participants into their care plans.
- Work in partnership with ARRCS Aged Care Facilities to facilitate needs of Town Troopy
- Ad hoc project work as delegate by the Fleet Coordinator.

Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
 - Active participation in quality improvement activities.
 - Actively participate in staff meetings

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- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Desirable, not essential

- Tertiary or Certificate qualification in Business Administration or a similar field.

Experience

- Ability to demonstrate previous experience working within an Administrative or Office Support position with sound knowledge of office management and supporting staff.
- Intermediate to advanced knowledge of Microsoft Office Suite with priority to both Microsoft Word and Excel.
- Strong customer service skills and enjoys working in a customer focused environment by providing proactive advice and guidance to our program participants, their families and ARRCs stakeholders.
- Confidence and experience in responding to emails professionals and managing a reception phone fielding general queries.
- Able to adapt working within a diverse working environment.
- Comfortable to commit to working full-time hours within an Office environment.
- Proactive and willing to take management of own self-development with skills and knowledge.
- Experience in the provision of or working with supporting and advocating the Aboriginals and their families.
- Ability to travel to remote communities supported by the program and at times overnight.

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- Strong organisational skills and ability to work productively with minimal supervision.

Mandatory Requirements

- NDIS Worker Screening
- Current Influenza Vaccination
- National Police Check – Dated within 3 months
- Manual NT Driver's License

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.