

POSITION DESCRIPTION

Program Officer- Aged Care Services

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

As a Program Officer in Aged Care services at Spectrum, your role involves conducting Intake & Assessment for clients, utilizing My Aged Care knowledge and a holistic approach to connect elderly clients with appropriate services for prolonged home living. You manage intake processes, monitor the My Aged Care Portal, and work across various aged care programs, including Support for Carers Program. The position emphasizes checking eligibility, creating goal-directed care plans, and addressing the diverse needs of culturally and linguistically diverse clients. Additionally, you may contribute to the Support for Carers Program, which offers person-centered support to carers of individuals with various needs, recognizing and assisting carers in balancing their responsibilities and well-being.

KEY RESPONSIBILITIES

<p>Strategy and Leadership</p>	<ul style="list-style-type: none"> • Actively support an organisational culture that embeds Spectrum's Values and promotes accountability, good governance, and staff well-being. • Support people to do their best work. This includes providing to your team: clear direction, role and empowerment, feedback and coaching, professional development opportunities that build their capability and confidence, recognition and celebration of individual and team achievements. • Build team effectiveness by encouraging full participation by all team members and enabling engagement of staff in team decisions
<p>Service Delivery</p>	<ul style="list-style-type: none"> • Conduct initial needs and eligibility assessments in accordance with My Aged Care (MAC), Complete the MAC Intake & Assessment, eligibility with Commonwealth Home Support Programs (CHSP) & Home and Community Care Program (HACC), Care Finder Program (PHN) and Support for Carers (SCP) • Provide face-to-face and phone interviews with clients. • Determine eligibility and conduct assessment into the appropriate program. • Triage and assign referrals and support plan reviews for assessment.

KEY RESPONSIBILITIES

	<ul style="list-style-type: none"> • Meet key performance indicators including delivery of a specified number of clients and carers supported, as per funding agreements and program's KPI's. • Ensure effective communications with people including the use of interpreters when required. • Assist clients and carers to identify areas of support that would assist them. • Ensure client eligibility to Support for Carers Program • Determine if a care burden is present for the carer at the time of assessment for Support for Carers program • Communicate effectively to clients the maximum level of support available under Support for Carers program • Collect data and maintain accurate internal database and client records • Provide services in accordance with goal directed care plans and programme guidelines at a low intensity short-term or ongoing basis, higher intensity services on a short-term or episodic basis to support the care relationship • Employ a wellness and reablement approach in line with consumer directed care principles, with a focus on the person's goals, choices and needs. • Be willing to work within an aged care team across the above mentioned, ensuring all processes are client focused to ensure their best possible outcomes. • Work collaboratively with program's support functions such as finance, IT, Marketing & Communications team. • Promote the service and provide information about Spectrum's Aged Care Services programs and across Spectrum departments and to targeted communities. • Participate in relevant network meetings as directed. • Maintain current knowledge of the suite of Spectrum services, other funded programs in the sector, and other local services. • Refer clients for other services as appropriate. • Develop effective working relationships with other service providers to ensure best outcomes for clients • Other tasks will be assigned from time to time to meet the needs of the organisation and the aged care program
Administration & reporting	<ul style="list-style-type: none"> • Generate and provide accurate client's information through the Goldcare system and support the reporting requirements for Data Exchange (DEX), and internal purposes as required. • Maintain accurate, professional client records and updates documentation in the CMS (Gold Care).
Quality improvement & compliance	<ul style="list-style-type: none"> • Stay updated on industry trends and make recommendations for optimising performance. • Support the development and use of clear, consistent, and transparent processes and internal controls and compliance. • Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.
Stakeholder Management	<ul style="list-style-type: none"> • Develop and sustain positive working relationships with key internal and external stakeholders.

KEY SELECTION CRITERIA

Qualifications	<p>Essential:</p> <ul style="list-style-type: none"> • Diploma in Community Services and/ or related Aged Care Qualifications • Experience in the aged and / or disability sectors • Knowledge of Aged Care Programs and Support at Home Model
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KEY SELECTION CRITERIA

Skills & Experience	<ul style="list-style-type: none"> • Experience or knowledge of CHSP or HACC programs preferably in a case worker or service coordination role • Understanding of the Service Coordination Framework including initial contact, needs identification, assessment, care planning, review and linking to aged care quality standards. • Demonstrated experience with relevant computer systems including, client management systems, electronic referrals, maintaining accurate client records
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • A positive, can-do attitude • Ability to work independently and work effectively and collaboratively within a team. • Prioritises needs and aims for best outcomes for clients with an understanding, and proven ability to respond to concerns regarding client wellbeing and safety. • An empathetic and professional approach to customer service • Demonstrated skills and experience in effective time management and meeting program objectives and KPIs. • Strong communication skills both written and verbal enabling effective communication with diverse audiences. • Demonstrated ability to work autonomously within the program area and collaboratively within a team environment. • Remains calm and focused when faced with difficulty. • Adapts to changing circumstances in the workplace. • Learns from experience and identifies areas for self-development.
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none"> • Clear 'Police Check', within the last twelve months • Current Working with Children Check card. • Motor Vehicle Drivers Licence (valid in Victoria) • Must satisfy all visa requirements for working in Australia.

POSITION INFORMATION

Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 4
Employment Period	Fixed Term- 12 months
Hours of Employment	Full time- 38 hours per week

KEY RELATIONSHIPS

Department	Aged & Disability
Reports to	Aged Care Services Coordinator
External	

KEY SYSTEM AND EQUIPMENT USAGE

<ul style="list-style-type: none"> • Microsoft Windows Office Suite • Goldcare • My Aged Care Portal

ADDITIONAL INFORMATION

Work Health & Safety	All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety. Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.

EMPLOYEE DECLARATION

I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Employee name:	Signature:	Date:

Position Title		Date Updated	
Department		Review Date	