



Employee Position Description

Position Details		
Position Title: Program Support Officer	Department: Community	Agreement: Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Reports To: Team Leader Ageing and Social Support	Location: Greythorn with the requirement to work across all sites	
Direct Reports: None	Employment Status: Permanent Full Time	Classification: Management and Administrative Officers Grade 2
Position Primary Purpose		
<p>The purpose of this position is to undertake relevant administration duties to support the service delivery of our Ageing and Carers program. Services include individual transport, respite, individual and group social support.</p>		
Decision Making Authority	Key Relationships	
<p>Decisions made independent of Manager</p> <ul style="list-style-type: none"> Managing staff rosters and scheduling client services including liaising with Respite Assessor. Managing purchasing food and liaising with caterers. Managing attendance records and undertaking Trak data entry. General program support. 	<p>Internal</p> <ul style="list-style-type: none"> Team Leader Ageing and Social Support Sessional Instructors Support Workers Facilities Coordinator Accounts receivable and payable Allied Health Manager on Duty Customer Service Service Connection 	

<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
Version No: 1	Last Updated: July 2024	Author: Vanessa Younan	Approved By: Kate Clampett	Page 1 of 4

Key Accountabilities	
Focus Areas	Responsibilities
Customer Service	<p>Delivering an exceptional experience to our customers when they attend our sites including:</p> <ul style="list-style-type: none"> • Answer the phone and respond to general service enquiries and provide information and support to existing and new clients. • Coordinate Social Support Group registrations/enrolments for new and existing clients and provide timely information and updates to carers and clients • Coordinate Carer Support and Social Support Individual registrations for new and existing clients and provide timely information and updates to carers and clients • Provide information to clients and their families about our current services, resources and community supports • Establish and maintain effective community networks with key stakeholders such as Assessment teams and other local Aged Care Providers • Undertake other general administrative duties, in relation to client correspondence and enrolment within the programs
Operational Support	<ul style="list-style-type: none"> • Develop and maintain employee rosters for all Support Workers, ensuring consistent service allocation. • Roster services matching client preferences, skills required in accordance to staff availability • Co-ordinate and roster Agency Care Support Staff as required • Data entry including entering attendance stats across all programs to the highest standards of accuracy. Completing daily attendance records meeting finance and funding requirements of the programs • Upload and maintain Client service progress notes and maintain client contacts within system platforms (TRAK) • Manage client documentation, plans/ tasks for individual and group programs, ensuring all responsibilities are up to date. • Complete reporting processes to alert Care Support staff to changes in client's health and wellbeing. • Monitor and action shared email accounts, for effecting co-ordination of work-flow for the client services team. • Provide timely and comprehensive feedback analysis regarding the programs in collaboration with Team Leader/ Manager • Create meeting agendas, record attendance, take minutes and distribute to relevant parties • Provide assistance in the development of 4 newsletters each year (January, April, July & October) with input from the Team Leader/ Program Support Team • Maintain program operations requirements including purchasing program/office supplies and catering requirements.
Work Environment	<p>Ensure that the work environment is safe and welcoming including:</p> <ul style="list-style-type: none"> • Conduct daily opening and closing procedures • Management of supplies required for staff and program requirements (Food Safety program, COVID safety) • Maintain areas of the site(s) to ensure they are kept clean, tidy, accessible and free from hazards • Prepare venues for group activities and respite program

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Version No: 1	Last Updated: July 2024	Author: Vanessa Younan	Approved By: Kate Clampett	Page 2 of 4
---------------	-------------------------	------------------------	----------------------------	-------------

AccessHC Values	<ul style="list-style-type: none"> Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality.
Governance and Compliance	<ul style="list-style-type: none"> Act in accordance with Access's policies, procedures and code of conduct. Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. Participate in mandatory training requirements to support the delivery of a safe and effective service.
Workplace Health and Safety	<ul style="list-style-type: none"> Act in accordance with health and safety policies and procedures at all times. All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.
Health & Wellbeing	<p>Wellbeing Connector Program A network of 20 peer supporters called Wellbeing Connectors that are there to talk with their colleagues about mental health</p> <p>Personal Resilience Plans Every staff member at AccessHC have the opportunity to complete a Personal Resilience Plan with the support of their manager. These plans are a proactive approach to addressing and navigating workplace stress</p> <p>Wellbeing Information Sessions Access to recorded Wellbeing Sessions: staff have access to a number of recorded sessions facilitated by experts in the field addressing self-care, vicarious trauma, compassion fatigue, burnout and dealing with difficult behaviours from clients</p> <p>The Wellness Well The Wellness Well: An internal grants program that provides staff with upwards of \$5,000 to implement activities that benefit physical, social and mental wellbeing</p> <p>Employee Assistance Program We offer counseling for our people through our Employee Assistance Program (EAP). You can access up to three sessions in a 12-month period</p> <p>Wellbeing Days Available annually to all permanent and fixed term full-time and part time employees an opportunity to take a day off from work for your self-care and wellbeing</p> <p>Environmental Impact initiatives Access Health and Community are committed to taking action to reduce our impact on the environment and as a City Switch member we access resources, toolkits and expertise to help us become a more environmentally sustainable organisation. We have implemented a number of climate related initiatives, to reduce e-waste, by recycling old computers, monitors and ink cartridges and waste separation, and allocated a pin to print for all staff to reduce and cut down waste production and unnecessary printing.</p>
Selection Criteria	

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Version No: 1	Last Updated: July 2024	Author: Vanessa Younan	Approved By: Kate Clampett	Page 3 of 4
---------------	-------------------------	------------------------	----------------------------	-------------

<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (if lived/work OS in past 10 yrs.) • NDIS Worker Screening Check • Working with Children Check • Drivers Licence (dependant on position) <p>Key criteria selection items</p> <ul style="list-style-type: none"> • Minimum of 3 years' experience in an administrative role within an aged, disability or community program • Experience in managing time effectively, prioritising daily tasks and other requests • Accurate and quick data entry skills, able to work with deadlines and strong ability to multi-task • Previous administration / customer service experience with strong attention to detail, communication and relationship building skills • Proficiency in Microsoft Office and relevant software applications 	<p>Attributes</p> <ul style="list-style-type: none"> • Previous administration experience and customer service skills essential • Experience in managing time effectively, prioritising daily tasks and other requests • Strong Attention to detail, communication and relationship building skills • Experience working with Aged Care clients, home care packages and the Commonwealth Home Support Program (CHSP) • Experience with rostering • Knowledge of Experience working with Aged Care clients, home care packages and the Commonwealth Home Support Program (CHSP desirable) • Care Planning • Demonstrated behaviours consistent with AccessHC values
--	---

Access Health and Community (AccessHC) is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with lived experience of mental health and/or alcohol and other drugs (AOD) challenges, and those with diverse genders and sexualities.

At AccessHC, our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander peoples experience equitable health and social outcomes. Our Reflect Reconciliation Action Plan (RAP) will contribute to achieving reconciliation. We will seek an understanding of and acknowledging histories and injustices, support the active expression of culture, build strong, trusting relationships, and apply culturally appropriate practices within our work.

We will work in partnership with Aboriginal and Torres Strait Islander peoples to create a welcoming and safe place for everyone at our services. AccessHC acknowledges the Wurundjeri Woiwurrung people, who are the Traditional Owners of the land on which we work. We pay our respects to Wurundjeri Elders past, present, and future, and extend that respect to other Aboriginal and Torres Strait Islander people and we acknowledge that sovereignty was never ceded.

As a vaccine positive organisation, we encourage COVID-19 vaccinations and require successful applicants to undergo a NDIS Check, Working With Children Check, Police Check and potentially an International Check.

<p>Authorisations</p>	
<p>Employee Name: Signature: _____ Date: / /</p>	<p>Manager Name: Signature: _____ Date: / /</p>

0438472397

<p><i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>				
<p>Version No: 1</p>	<p>Last Updated: July 2024</p>	<p>Author: Vanessa Younan</p>	<p>Approved By: Kate Clampett</p>	<p>Page 4 of 4</p>