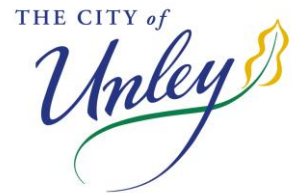


# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY



### 1. JOB IDENTIFICATION:

**Title of Position:** COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)  
ADMINISTRATION OFFICER

**Business Unit:** COMMUNITY CONNECTIONS

**Reports to:** TEAM LEADER COMMUNITY SUPPORT AND  
WELLBEING

**Classification:** MOA 3

### 2. POSITION OBJECTIVES:

The City of Unley Commonwealth Home Support Program (CHSP) is funded by the Australian Government to achieve the following objectives:

- **Program Delivery:** Utilise a wellness and reablement framework to provide services and support to older people and carers which maximising independence, social connection and participation in community life.
- **Efficient Support:** Efficiently support the delivery of quality services and programs, including community transport, social programs, in-home support services, client intake and review processes, as well as aiding the wider team, including workers, volunteers, contractors and other stakeholders.
- **Administration:** provide proactive, streamlined, multifaceted administrative support across all CHSP funded programs, services and supports.

### 3. KEY RESPONSIBILITIES:

- **Administrative Duties:** Ensure all administrative duties are carried out in a prompt and precise manner, including data entry, invoicing and banking processes, keeping accurate client records, and ensuring all client requests and bookings are actioned and completed within a prompt manner.
- **Client Support:** Assist with prompt client intake and review processes as needed. Provide prompt responses to requests for assistance for services including information provision, referral, and support, in line with the current aged care regulatory and compliance frameworks.
- **Customer Service:** Provide high-quality end-to-end customer service and resolution to external and internal customers, in accordance with Council's Business Plan, Code of Conduct, Policies, and Strategies.
- **Team Collaboration:** Work with other team members to ensure the delivery of appropriate services and support across the program.



- **Record Keeping:** Keep accurate, comprehensive electronic records and documentation following organisational policies and procedures, current aged care regulatory and compliance frameworks, CHSP guidelines, ensuring all Council applications and databases are utilised as appropriate, including the Service Management System (SMS) client database.
- **Engagement:** Interact and provide support to program volunteers, contractors and agency staff as needed.
- **Continuous Improvement:** Assist with continuous improvement and quality assurance processes to ensure high program standards. Contribute to Commonwealth quality review and audit processes as needed.
- **Multi-Skilling Initiatives:** Utilise multi-skilling initiatives to carry out a range of other duties across the team and provide relief for other team members during periods of leave.
- **Other Duties:** Undertake any other duties associated with the position as needed.

**Staff must follow WHS (Workplace Health and Safety) and Return to Work SA (South Australia) legislation requirements and relevant WHS (Workplace Health and Safety) policies, procedures and safe work practices implemented by the City of Unley.**

#### **Key WHS Responsibilities:**

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including proper use of equipment and PPE (Personal Protective Equipment).
- Following the requirements of the City of Unley's WHS (Workplace Health and Safety) management system.
- Attending WHS training and following instructions and advice provided.

#### **SAFE ENVIRONMENT:**

- Follow the City of Unley Safe Environment Policy and all relevant policies and procedures.
- Notify the Adult Safeguarding Unit if, on reasonable grounds, you suspect that any adult over the age of 18 has been or is being abused or mistreated if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is needed.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three years, unless more regular screening is needed for legislative purposes.

#### **EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

# OUR VALUES



**PURSUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### 4. PERFORMANCE AND SKILL REQUIREMENTS:

##### a) Qualifications/Experience

###### Essential

- Proven high-level administration experience, including writing professional emails and letters, appropriately documenting client case notes, invoicing and banking processes within community services programs.
- Experience in the use of CHSP Data Exchange (DEX) and the My Aged Care Provider portals
- Ability to use information systems, including applications and databases that record and report statistical information.
- Previous exposure to the evaluation and review of older people's needs and the ability to transfer the information gained into client centric outcomes, ensuring services provided promote autonomy, independence, wellness and reablement principles.
- A Department Human Services (DHS) Aged Care Sector Screening is required to be maintained with this position and renewed every three (3) years.

###### Desirable

- Local Government experience
- First Aid Certificate (or prepared to undertake)
- Driver's License – 'C' Class

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**NOTE:** Copies of the above-listed qualifications/licenses/certificates are needed as evidence on appointment.

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##### b) Knowledge

###### Essential

- Solid understanding of contemporary concepts of wellness, positive ageing and reablement.
- Working knowledge of CHSP guidelines, current aged care regulatory and compliance frameworks, services, supports, policies and procedures needed to find and address the issues and needs of older people and their carers.
- Connections and referral processes to right services and resources relevant to older people.
- Understanding of privacy and confidentiality principles and their correct application.

###### Desirable

- Working knowledge of software and Council's corporate IT-based applications.
- Awareness of relevant legislation such as the Local Government Act, Work Health & Safety Act, policies, and regulations.

##### c) Skills

###### Essential

- Ability in the use of Microsoft Suite of Applications, 365 and internet technologies.

- Competent administrative and computer skills, with the ability to navigate different databases.
- Ability to provide quick and efficient phone support, ensuring prompt resolution of inquiries and issues.
- Ability in using technology to streamline tasks and find efficiencies.
- Ability to effectively process invoices and carry out banking processes.
- A keen eye for detail, keeping accurate documentation and proficient record-keeping within multiple databases, high-level numeracy skills, and keyboard skills.
- Organisation and time management skills to manage own work, workflows, support other team members as needed and meet deadlines.
- Good problem-solving abilities, with the aptitude to look at issues with a positive and optimistic attitude.
- Effective communication and interpersonal skills, to develop and keep positive working relationships with a wide range of individuals and stakeholders, using verbal, written, and technological skills appropriate to the audience.
- Ability to work in a team environment promoting the culture of the organisation.

#### **Desirable**

- High level of ability and willingness to work across programs as needed.
- Prior working experience in a community service or an aged care setting.
- Ability to manage competing priorities and workload in a changeable environment.

#### **d) Personal Attributes**

##### **Essential**

- Willingness to contribute to an effective team culture, to work well within a team, providing support and cooperation to achieve common goals.
- Accountable for actions and willing to go the extra mile.
- Strong commitment to continuous improvement.
- Strong commitment to providing excellence in customer service.
- Ability to use diplomacy, confidentiality, and discretion effectively.
- High degree of personal integrity and the ability to accept responsibility willingly.
- Ability to be proactive, efficient, forward thinking and self-motivated.
- Flexible work approach and ability to adapt to different working environments easily.
- Ability to work with people from diverse backgrounds and disciplines.
- Community-minded and able to display empathy to the target groups.

##### **Desirable**

- Ability to engage with a broad range of people and provide guidance as required.
- Willingness to act in a Coordinator position as needed.

By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....