



## Property Modifications/Continuous Improvement Specialist

<b>Directorate</b>	<b>Department</b>
Connected Communities	Community Access & Support
<b>Position No</b>	<b>Enterprise Agreement Classification</b>
CCS001	Band 6
<b>Reports To:</b>	<b>Direct Reports</b>
Lead Community Care Services	Home Maintenance Officer

### What we trust you to deliver

The Property Modifications and Continuous Improvement Specialist provides high quality services which includes the delivery of funded Commonwealth Home Support Programme services as well as other services to the Community Access & Support (CA&S) Department. This role works within a broader team to facilitate the further development of continuous quality improvements including the effective use of databases and systems and improving staff capacity with a focus of the Community Care Services team functions. This role will oversee management of Commonwealth Home Support Programme (CHSP) funded property modifications and home maintenance.

The Property Modifications/Continuous Improvement Specialist will work in collaboration with others on the achievement of specified quality tasks and projects, system management and reporting requirements, showing flexibility with task allocation as required. The Property Modifications/Continuous Improvement Specialist will work to review relevant policies, procedures, SOIs and practices, and support the planning and development of systems to foster best practice service delivery and continually monitor for continuous quality and safety improvement opportunities with a focus of CHSP services.

### What you will need to thrive

- Demonstrated understanding and experience in effective and positive change management
- Knowledge and understanding of the quality processes in relation to aged care and community services delivery
- Established project management skills, including proven ability in research, analysis and problem solving skills
- Knowledge and understanding of current trends and issues in the Commonwealth Home Support Programme, Aged Care Quality Standards and the broader Aged Care Service System including the My Aged Care portal
- Sound verbal and written communication skills, including writing and speaking with impact, accuracy and clarity for various audiences
- Ability to work effectively and collaboratively as part of a team

### What success looks like

1. Support the continuous quality improvement processes of the CA&S Department to support high quality and accountable client service delivery including compliance with funding guidelines and the Aged Care Quality Standards (ACQS).
2. Support Community Access & Support Leadership team members in the development and revision of procedures and Standard Operating Instructions (SOIs) and revision of existing policies as required.
3. Support the Department's MS team site by facilitating its population/updating of documents, including the Continuous Improvement Register.
4. Support the service delivery and reporting requirements for Commonwealth aged care services through effective use of the client database and the My Aged Care portal and linkage with the Data Exchange (DEX).

5. Support the work of the Department’s staff through assistance with effective use of the client database and SOIs, including problem solving and identifying quality improvements.
6. Undertake work in relation to the client database and quality functions, including data cleansing and data review and client reconciliation between Council’s databases and MAC.
7. Support the implementation of a Continuous Improvement Plan based on external audit requirements, internal audits and issues identification, client feedback/surveys, and program reviews.
8. Provide training and guidance to relevant staff to support their roles in continuous improvement and quality processes.
9. Provide reporting and analysis to the Leadership team and Departmental meetings in relation to performance and quality statistics.
10. Provide a customer focused Home Maintenance and Modification service and home care accounts service and support the Department in managing Carelink and My Aged Care.
11. Process complex Home Modification referrals from the My Aged Care portal including liaison with referring agencies, as referred by the Home Maintenance Officer.
12. Manage complex client issues as required.
13. Assist with escalated Home Maintenance and client enquiries as needed to meet surge requirements.
14. Actively participate in Council’s approach to performance, development and review process ROADmap. Your ROADmap is the opportunity to bring your whole self to work through celebrating your talents and strengths and supporting your performance and development.
15. This role may also be required to carry out other such duties as are within the limits of the employee’s skills competence and training.

### The expertise you bring (including qualifications and experience)

- Degree or Tertiary qualification in the field of Quality Assurance, Risk Management, Business Management or similar, or equivalent work experience
- Experience in the development, implementation and ongoing monitoring of quality systems
- Knowledge and understanding of the aged care service system
- Experience with Microsoft Office programs and client databases
- Tertiary qualifications or equivalent experience in community services, administration or related areas

### Key competencies

Communicates effectively	Collaborates	Builds networks	Customer Focus
Ensures accountability	Optimises work processes	Resourcefulness	Manages Ambiguity

### OHS, Risk Management, Equal Opportunity, Child Safe Standards and Charter of Human Rights

- Adhere to Council’s Health and Safety, equal opportunity and risk management policies, plans and procedures as well as act in accordance with the Charter of Human Rights.
- Demonstrate and promote workplace behaviours that does not discriminate, bully or harass.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matter.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in workplace.
- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the requirements and responsibilities outlined in legislation, including the Child Safe Standards, Reportable Conduct Scheme and Council’s Child Safe Policy and Procedures.

## Who you will work with:

Internal:	External:
<ul style="list-style-type: none"> <li>• Manager Community Access &amp; Support</li> <li>• Lead Community Care Services Other Community Care Services staff - Home Maintenance Officer</li> <li>• Community Access &amp; Support Leads, Program Leads, Specialists, Team Leaders &amp; Staff &amp; volunteers</li> <li>• Connected Communities &amp; Council Staff such as Finance, IT and Customer Service staff</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Health (Commonwealth) for aged care services including Commonwealth Home Support Programme (CHSP) and the My Aged Care portal</li> <li>• Aged Care Quality and Safety Commission</li> <li>• Other local government providers of aged care funded programs</li> <li>• Community agencies with a relationship to Knox City Council aged care programs, including referring agencies</li> <li>• Council's contractor for home maintenance and modifications</li> </ul>

## Accountability and extent of authority

- Resource management - freedom to act set by clear objectives and/or budgets, with a regular reporting mechanism; effect of actions taken is usually limited to quality or cost of programs/projects
- Formal input into policy development within the area of expertise and/or management.

## Judgement & Decision Making

- Work is usually specialised – with methods and procedures developed from theory or precedent
- Problem solving may involve application of these techniques to new situations
- Guidance and advice is usually available

## Specialist Skills and Knowledge

- Typically, proficiency in the application of a theoretical or scientific discipline
- Understanding of long term unit goals and policies of unit and wider organisation
- Some positions (particularly resource management) require a familiarity with budgeting techniques

## Management skills

- Strong skills in managing time, setting priorities, planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- An understanding of and an ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees development.

## Interpersonal Skills

- The ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- Be able to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other teams in their own organisation to resolve intra-organisational problems.

## Inherent Requirements

The inherent requirements of the role are provided in the job advertisement as well as on Council's [Recruiting and Selecting for Excellence](#) page.

Within reason, and subject to Council's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

## Conditions of Employment

Conditions of employment are in accordance with the **Knox City Council Enterprise Agreement** and the Knox City Council Code of Conduct. Applicants will require the following:

Satisfactory Police Check	ID Verification Check	COVID19 vaccination certificate or immunisation history
Reference Check	AU Entitlement to Work	Current Victorian Drivers Licence
Qualification Verification		

About Knox

Making a difference to others and our community is at the heart of everything we do at Knox. Future Ready Knox connects our vision, aligns our purpose with values, strategy and people experience. We all have an important role to play, in working together we will achieve all we aim for and more.



Our Values

Our values are the foundations to our success and culture at Knox. They represent what we stand for, inspire us to bring our whole selves to work and create a shared understanding to align the way we work with our vision and purpose.



Make a difference daily



Inspire and facilitate success



Think big act bold



Do what is right (not what is easy)

THRIVE: Our Future Ready Knox Strategy

The world we live in is changing, placing ever more focus on people and what it means to be human.

It is time we reimagine the future of work and adapt how we lead our changing business, so we evolve and remain purposeful for our residents, our community and our City. We all have capacity to adapt and evolve. It is through harnessing our changing skillsets and mindsets, and working and learning together that we will bring out the best in each other and create a future we can all feel good about.



Adaptive future

We will pursue the future with a clear strategy of excellence and service. We will never stop learning and growing. We will be a resilient, adaptable and sustainable workplace comprised of thriving people working together to fulfil our core purpose: empowering our diverse community to thrive and prosper.

Evolving culture

We strive to be an agile organisation built on a foundation of psychological safety and trust in our leaders, our teams and ourselves. We will be defined by our love of learning, innovation and growth. We will be led by wholehearted humans who bring out the best in our people and drive collective ownership of our vision, strategy and values. This will ensure we respond, adapt and thrive in a rapidly changing world.

Flexible workplace

We will thrive in our inclusive and connected workplace, defined by flexible practices and spaces, and enabled by new technologies and business intelligence. These will support our people to explore and adopt new ways of thinking, learning and working that ultimately deliver greater value to our community.

Thriving people

We will be defined by our resilient, diverse and capable people and will support them to keep growing and leveraging their passions, talents and skills. We will improve the ways we engage and communicate, embrace productive conflict and hold each other accountable for our commitments. We will harness our collective potential to make a difference and create a future we can all feel good about.

Please refer to our website [www.knox.vic.gov.au](http://www.knox.vic.gov.au) for more information about Knox City Council.

