

Home Support Officer

Primary Purpose

The Home Support Officer is the face of the home, providing a key point of contact for residents and their families, visitors, employees and potential new residents delivering a high level of customer service to all key stakeholders, whilst also coordinating all administration tasks of the home.

The Home Support Officer is part of an integrated team of people working within an established and agreed framework supporting the resident to live their best life

Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

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Responsibilities

Excellence in Service Delivery:

- Presenting a caring and customer focussed experience to any visitors to the Home through being the first point of contact with the Home always representing the Calvary brand in a positive way.
- Respond to phone, walk up and email queries promptly
- Manage the day-to-day administration of the Home, ensuring the activities are clear and timely to support the smooth delivery of consumer care
- Ensure Home rosters / roster allocations are administrated upon direction of the Home Manager or Clinical Leadership team to provide optimal service.
- Contributes to individualised care planning that improves resident wellbeing by helping the Home to understanding the resident's life before admission.
- Support the Home's Occupancy management activities such as providing key customer interface between customer, regional and national services, maintaining central system records to support communications
- Maintain privacy, confidentiality and dignity when dealing with residents, their families, employees, volunteers, consumers and all other key stakeholders.
- Facilitate communication with residents and/or their representatives, and other key stakeholders as required
- Reception duties including answering phones, meet and greeting visitors/contractors and booking and confirming appointments.
- Welcome on-site visitors, ensuring all visitors / contractors complete the relevant check in/sign in and induction
- Provide support for occupancy activities as required, this would include introduction calls to customers before tour, conducting Tours and follow up calls.
- Order stationery as required.
- Under the direction of the Home Manager, ensure the Kronos and Rostering processes are maintained as per daily, weekly and fortnightly activities.
- Ensure roosting allocations are compliant with Award/Agreement provisions.

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- Support the Home Manager in ensuring employee's planned & approved leave is inputted into Kronos.
- Support the Home Manager in collecting employee compliance documents such as APHRA Registrations and other certification/license requirements
- Answer basic payroll related enquiries and notify national payroll of any pay adjustments
- Support short term roster coverage including notifying employees of vacant shifts
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.
- Where relevant: Work with the Home Manager / ILU coordinator where required to identify and support ILU residents experiencing higher levels of isolation, illness, disability transition into care services.
- Where Relevant: Work with the Home Manager / ILU coordinator where required to manage ILU resident complaints system and ensure effective responses to complaints and concerns of ILU residents.
- Where Relevant: Work with the Home Manager / ILU coordinator where required to monitor effectiveness of ILU maintenance activities.
- Maintain an active relationship with residents and their families to ensure ongoing needs and expectations are being met.
- Keep the clinical care team informed of any changes in Resident's emotional or physical condition.

Excellence in Service Development:

- To always strive to improve the quality, efficiency & safety of work.
- To be part of a culture which encourage residents, their families and friends, members of the community and work mates to raise concerns, suggestions and complaints and see these as opportunities to improve the quality of our work.
- Participate in Quality activities where required.
- Assists and supports the Home Manager in responding to complaints and feedback mechanisms for residents, families and staff

People and Culture:

- Practice in accordance with Calvary and relevant Government policies and procedures, the position description, Code of Conduct and industrial agreements.

- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- Respect each person's privacy, dignity and confidentiality when providing services for residents.
- Promote and contribute to person-centred and resident-led care.
- Participate in all training relevant to their role and assist in training others in their role where reasonably directed to do so.
- Develop and maintain excellent relationships with families, visitors and the community.

Work Health & Safety

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary's WHS Responsibilities, Authority and Accountability Table
- Report all hazards, maintenance required and equipment in need of repair or service.

Key Relationships

Internal:	<ul style="list-style-type: none"> • Residents • Care and support staff • Home Manager and Clinical Care leadership team • Roster Support Team
External	<ul style="list-style-type: none"> • Residents and families • Community organisations • Local business • Vendors • External bodies

Position Impact

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Direct Reports:	NA
Budget:	NA

Selection Criteria

Essential

- Excellent communication skills both written and verbal.
- Excellent customer service skills.
- Ability to understand and use contemporary IT applications and platforms (including MS Office, Teams etc) and ability to learn new ones when required
- Relevant experience in an administrative role in a complex environment or an equivalent combination of relevant experience and education / training.
- Sound knowledge of administrative practices

Desirable

- Experienced in aged care or similar industry.
- Previous experience working with people from a culturally diverse background.
- Experience or qualifications in administration

Approvals

Employee Name & Signature:	Date:
Manager Name & Signature:	Date:

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Position Description
CALVARY RESIDENTIAL AGED CARE
Function: Support

**Position
Description**
Version 1

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