



POSITION DESCRIPTION

POSITION TITLE:		Administration Officer - Home Care Rostering			
POSITION NO:		704201	CLASSIFICATION:		Band 5
DIVISION:		Community Development			
BRANCH:		Aged & Disability Services			
UNIT:		Home Care Services			
INCUMBENT:		Vacant			
REPORTS TO:		Home Care Coordinator			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	No	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES:

- To provide a high level of administrative support and coordination in order to facilitate the efficient and effective operation of Home Care Services.
- To provide support, direction and supervision to home carer workers in providing services to service users. Contribute to the development and achievement of Branch and Divisional goals, particularly in the areas of improved customer service and service delivery.
- Assist with the provision of high quality aged and disability home care services that assist residents in continuing to live within their home environment and participate in the life of the Yarra community.
- Contribute to the overall performance of Council's Home and Community Care program.

ORGANISATIONAL CONTEXT:

The Municipality is committed to servicing the community efficiently and effectively to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of *Best Value* principles with an emphasis on customer service and continuous improvement.

The Aged & Disability Services Branch forms part of the Community Development Division that contributes directly to the achievement of these organisational goals. The incumbent is required to pursue Divisional and Branch goals through effective team-work within the Division and with colleagues in other Divisions, providing assistance to the Home Care Coordinator within the Home Care program to develop sound working relationships with a range of internal and external parties.

ORGANISATIONAL RELATIONSHIPS:

Position Reports To: Home Care Coordinator

Position Supervises: Home Carers

Internal Relationships: All Aged & Disability Services, Organisational Development staff, Finance / Payroll staff, Family & Children's Services Staff and other Council staff.

External Relationships: Service users, Carers, Government Instrumentalities, other welfare and support organisations, Health Care Services & Agencies, Local Government Authorities, External Contractors.

KEY RESPONSIBILITY AREAS AND DUTIES:

Staff Supervision

Undertake day to day supervision of home carers in the conduct of rostered work schedules including:-

- Monitoring attendance at client homes as per the rostered schedule;
- Liaising and directing home carers on a daily basis to negotiate changes arising from client requests, carer absences, new client starts and emergency requests;
- Provide advice and direction to home carers (when carers contact Office for support or when providing new / changes to daily roster) regarding occupational health and safety, client needs and details of task plans;
- Following consultation with the Home Care Coordinator, providing guidance in handling client care issues; and
- Creating weekly rosters that comply with Home Care Rostering Guidelines (resource supervision - total hours per week, allocation of carer to client and spread of hours).
- Ensure consistent and accurate application of Council's Human Resource Management and Equal Employment Opportunity policies and practices.
- Assist with the recruitment, selection, and induction of staff in accordance with Council's Human Resource Policy.
- Recommend and implement an appropriate staff training and development program, including the development of individual and team training plans.
- Conduct staff performance appraisals including development and review of staff performance plans in line with Council's Staff Performance Policy.

Service Co-ordination

- Assist in the co-ordination of all Home Care referrals for service, including liaison with Council's contracted service provider;
- Provide information to the Home Care Coordinator about service user needs / clarify requests;
- Negotiate with Home Care clients regarding services allocations, changes in service delivery times using a customer service approach;
- Using Council's Home Care Rostering Procedure, prepare weekly home care staff rosters that take account of total hours, spread of hours, client-carer matching issues, carer skills and competencies. Present draft roster to Home Care Coordinator for review and endorsement;
- Provide feedback, updates or communication to relevant parties (ie Case Managers / other Allied Health professionals) on service delivery or other issues that may impact on service user well-being, information that indicates a change in a service user's physical, social or psychological well-being or any other matter that may necessitate follow up.
- Assist in the delivery of other home care services (home maintenance; meals service etc.) as part of a small multi-functional team and be able to provide back-up administrative support; and
- Participate in the On-Call Roster to assist clients and home care workers in resolving any service delivery issues that may arise out of normal hours.
- Follow up e-mails from Council's service provider regarding client issues, and save correspondence to Haccpac Notes.
- Action Occupational Health and Safety issues within the area of responsibility including training, Workcover, and return to work opportunities.

- Ensure employees are aware of Health and Safety requirements and report / follow-up on any identified unsafe workplace issues in accordance with Occupational Health & Safety legislation and Council standards.

Community Relations & Information

- Ensure that excellent public relations are maintained on all occasions and ensure that all persons receive adequate and courteous attention;
- Assist with customer service issues and provide direct support to other staff in handling initial enquiries.

Administration

- Provide administrative support to the Home Care Service;
- Provide support to Home Care Staff and give general direction and guidance;
- Maintain and secure the Aged and Disability Service electronic data systems;
- Maintain all client files (electronic and hard copy) ensuring confidential storage;
- Generate home care client / service reports as requested and utilise HACCPAC to provide reports for service planning and review;
- Prepare and reconcile home care staff timesheets and payroll systems; including preparing fortnightly home carer payroll report;
- Attend to general photocopying and mail distribution;
- Assist where required to generate client accounts for the service and liaise with finance staff and clients in relation to accounts;
- Prepare and maintain data information on Home Care staff;
- Attend Home Care Worker Team Meetings and assist with preparation of agendas and minute taking;
- Attend regular meetings with the Home Care Coordinator to discuss administrative issues pertaining to the day to day operations of the Home Care Service and enhancing service procedures;
- To take calls from service users and the public and respond consistently and sensitively to all queries and assist receiving other Aged and Disability Services phone calls and record details and / or provide assistance.
- Input home care purchase requests, using TechOne database and following authorisation complete and forward information to Finance.
- Establish and maintain hardcopy register of purchases relating to Home Care & Home Maintenance contractors and service agencies.??

Safety and Risk

- Role model a safety and risk management culture, and minimise risk to self and others and support safe work practices through ensuring adherence to legislative requirements and Council policies and procedures.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Conduct on-site safety and risk training and inductions.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include Safety and Risk in all team meeting agendas.

Sustainability

- Role model and assist all employees to embrace the following Sustaining Yarra principles in their day to day work:
 - Protecting the Future

- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
 - Accountability
 - Respect
 - Courage

ACCOUNTABILITY AND EXTEND OF AUTHORITY:

- The Administration Officer Aged & Disability Services is directly accountable to the Aged and Disability Services Home Care Coordinator for providing efficient and effective administrative duties to the Home Care Service, ensuring provision of accurate, relevant and current information both internally and externally;
- Responsible for supervision and monitoring of home care staff in undertaking rostered work schedule and ensuring total hours and spread of hours complies with Home Care Rostering Guidelines. Supervision will include providing direction and advice via telephone contact and/or office attendance, relating to carer and client issues; occupational health and safety;
- Responsible for negotiating roster variations and directing carers to attend alternative jobs / clients to ensure service is responsive, timely and meets quality standards (client-carer matching, gender, etc)
- The authority and freedom to act is governed by clear objectives with frequent prior consultation with Home Care Coordinator and regular reporting to demonstrate adherence to policy and procedures.

JUDGEMENT AND DECISION MAKING:

- The administrative and supervision tasks performed are usually well defined via policy and procedures however the incumbent must be able to apply knowledge of carers / clients when determining action to be taken;
- The objectives of administrative work are clearly defined with established procedures well understood and clearly documented; and
- Guidance and advice are usually available if required and before a choice is made.

SPECIALIST SKILLS, KNOWLEDGE AND ATTITUDES:

- Knowledge of and ability to apply advanced administrative and records management procedures;
- Knowledge of the Home and Community Care Program for Younger People (HACCPYP) and Commonwealth Home Support Program (CHSP); rostering software, managing roster schedules based on across a spread of hours dependent on worker availability, 5 day week schedule;

- Ability to provide one-on-one advice, specific training and direction to home care staff;
- Knowledge and understanding of the aims and objectives of the Aged & Disability Services Branch, Home Care Coordinator and of the position of Administrative Officer Aged & Disability Services in this context;
- Ability to relate to older residents, those with a disability and their carers in a manner sensitive to and respectful of their individual needs, dignity and privacy;
- Commitment to ongoing training and development; and
- Computer literacy skills (proficiency in the use of the Microsoft Office Suite) and other specific software packages used in the aged care service area;

MANAGEMENT SKILLS:

- Ability to plan, prioritise and organise work, both on an individual and team basis and for the home carers in developing weekly roster / negotiating changes, to achieve specific and set objectives in the most efficient way possible within a set timeline and in an environment of change and conflicting priorities;
- A commitment to quality customer service; and
- Ability to implement standard personnel policies and practices including those related to occupational health and safety, staff training and home care procedures manual.

INTERPERSONAL SKILLS:

- Excellent skills in gaining co-operation of home carers and clients, often when requiring urgent action. Ability to deal pleasantly, clearly and tactfully with diverse members of the public, service users, and interpreters, both face-to-face and over the telephone;
- Contribute to the provision of cross culturally responsive HACC Services;
- Ability to relate to older, people with a disability and carers in a manner sensitive to and respectful of their cultural background, individual needs, dignity and privacy;
- Excellent verbal and written communication skills; and
- Ability to work as part of a team.

QUALIFICATIONS AND EXPERIENCE:

- Significant experience in the delivery of a wide range of administrative support services including experience in supervision and co-ordination and preferably experience in the local government area is required and/or formal qualifications in community services, administration or staff supervision;
- Good understanding of the needs of older people, people with a disability and their carers in relation relevant state and commonwealth care service programs;
- Computer literacy and experience in using various aged care client management systems is desirable;
- Victorian driver's licence; and
- Ability to speak a second relevant language would be an advantage.

SELECTION CRITERIA:

- Excellent communication skills and ability to relate to older residents, people living with a disability and their carers - demonstrating empathy, patience, assurance and sensitivity;
- Experience in supervising staff and providing guidance, support and direction;
- Sound administrative and record management skills;
- Knowledge and understanding of relevant community aged care programs and disability support programs;
- Computer literacy skills (Microsoft suite) and experience using aged or disability care management systems is desirable;
- Ability to support people from diverse cultural backgrounds;
- Flexibility and an ability to work as part of a small team.