

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Support Officer	Department	Australian Program/HSP
Location	WA	Direct/Indirect Reports	0
Reports to	Team Leader	Date Revised	13 August 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

■ Position Summary

The Program Support Officer is responsible for facilitating and processing linkages between HSP clients and referral opportunities according to the Case Management and Administration Guidelines. The Program Support Officer will analyse and interpret client data to initiate and coordinate referrals to external agencies and internal Red Cross programs to build independence and achieve positive settlement outcomes. The Program Support Officer reports to the Team Leader (Community Connections) and works closely with Volunteers and Case Managers.

■ Position Responsibilities

Key Responsibilities

Facilitation

- Maintain relationships with key agencies to ensure strong relationships for productive referral pathways
- Analyse client data to identify opportunities for effective and relevant client referrals
- Complete and coordinate necessary processes for linking clients into social, community and service networks
- Collaborate with bilingual staff, volunteers, case managers and Team Leaders to facilitate successful linkages

Processing

- Ensure all invoices, expense claims and adjustment notes are entered in a timely manner
- Ensure claims for services are evidenced and made within HSP guidelines
- Verify services which have not previously been claimed prior to processing
- Upload data files relating to services delivered by Red Cross.
- Reconcile services on a monthly basis
- Escalate promptly any issues that arise for service delivery and operations.

■ Position Selection Criteria

Technical Competencies

- Excellent scheduling, record management, database systems and administration skills
- Ability to implement and maintain best practice administrative and financial systems in an efficient and effective manner
- Demonstrated computer skills including advanced Excel

- Strong records management knowledge and experience.
- Demonstrated problem solving, conceptual and analytical skills
- Demonstrated ability to analyse and interpret data in accordance with specific HSP guidelines and policies
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- Experience in business administration, information management, scheduling and logistics or similar – preferably with in a social or community service.
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters