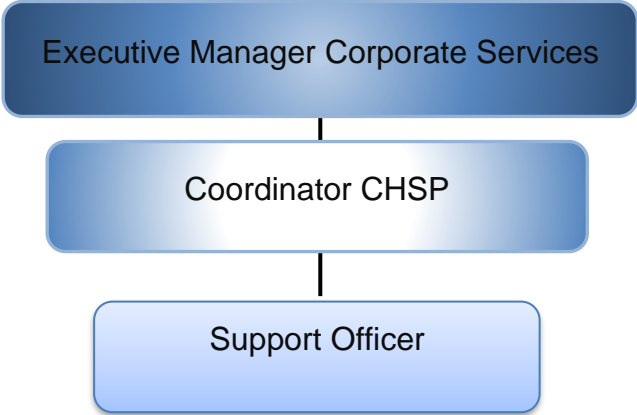


HR PD - ADMIN 7 – Administrative Assistant

Position identification			
Position number			
Classification	Level 6 - 7	Plus above award	
Position title	Community Care Compliance Officer		
Directorate	Corporate Services		
Business unit	Community Services		
Service area	Community Health Support Programme		
Location	Tricolore Community Centre		
Agreement	Local Government Award		
Status	Part-Time		
FTE	60% - 80%	Hours p/week	24 - 32
Position created	June 2021	Last review	

Reporting relationship



Corporate Key Performance Areas outlined in:

- Strategic Community Plan
- Corporate Business Plan
- Workforce Plan
- Performance appraisal action plan

Primary objectives of the position

- Provide high level administrative support including but not limited to, reviewing and updating client care plans.
- Updating and maintaining accurate data records in the SMS Management System.
- Undertake reporting to State and Commonwealth Funding Bodies as required under the Town's Funding Agreement.
- Assist the Coordinator CHSP in the delivery of the Continuous Improvement Plan.
- Assist the Coordinator CHSP in regular quality assurance to ensure that the Town is meeting accreditation against the Aged Care Standards.
- Provision of a high level of customer service to clients and visitors at the Tricolore Centre.
- Performs additional duties as required.

Key Competencies

- | | |
|------------------------|------------------------|
| ▪ Customer service | ▪ Initiative |
| ▪ Job knowledge | ▪ Interpersonal skills |
| ▪ Work habits | ▪ Quality of work |
| ▪ Self-management | ▪ Professionalism |
| ▪ Communication | ▪ Teamwork |
| ▪ Community engagement | ▪ Health and Safety |

Duties

- In conjunction with the Community Health Support Programme (CHSP) Coordinator review and update Client care plans.
- Ensure administrative requirements are met including documentation preparation for funding/special projects, and financial administration.
- Undertake data entry using the SMS Management System.
- Review and update CHSP policies and procedures in line with the Aged Care Standards.
- Conduct client survey to identify opportunities for continuous improvements.
- Assist the CHSP Coordinator in completing internal audits and self assessment against the Aged Care Standards.
- Run a quarterly report on SMS of client demographics to ensure that the Town is meeting community needs.
- Develop a new template to include individualised client goals for wellness and reablement.
- Provide the Executive Manager with requested management reports to inform the delivery of the CHSP Business Plan.
- Provide administrative support to the Community Health Support Program Coordinator including responding to emails, and writing Agendas and Minutes.
- Provide a high level of customer service to clients and visitors.
- Provide general support to the Social Support Officers.

- Adhere to the Town's policies, procedures, Code of Conduct and Occupational Safety and Health Responsibilities.
- Perform other duties as directed when appropriate to the scope and level of this position.

Selection criterial

Essential

- Working Knowledge of Community Care Common Standards.
- Excellent organisation, time management skills and attention to detail.
- Previous experience with aged or disabled clients, particularly those with dementia.
- Strong Communication skills.
- Computer proficiency, including using a client management system (e.g. SMS)
- Proven experience in working in a team.
- A current Basic First Aid Certificate.
- A recent certification of police clearance.
- Relevant qualifications or experience in preparing client care plans using the Wellness Approach.

Other specific details of the position

Extent of authority

This position operates under specific direction but within limits of Town policy and relevant legislative constraints.

Position has purchasing authority in line with procedure

No

Certification

1. The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Manager's signature _____

Date _____

2. As position holder I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Position holder's signature _____

Date _____