



Umbrella Multicultural Community Care Services Inc.
Position Description: 0024

Position Title	Community Aged Care Services Officer
Position Classification Award	Level 3 Social, Community, Home Care and Disability Services Industry Award 2010

Program	Community Aged Care Services
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Responsible to	Manager Community Aged Care Services
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Mission	At Umbrella, we believe everyone has an equal right to enjoy their “Golden Years”. We believe that language, gender identity, culture or financial status should not be a barrier to accessing quality services. We believe that Umbrella’s ethos of respect, passion, commitment to our mission and our staff and volunteers’ hard work can change someone’s life.
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Values	<p>Service – Making a difference</p> <p>Compassion – Caring for our clients, carers, families and each other</p> <p>Respect – Recognising individual needs and acknowledging the worth of others</p> <p>Integrity – Being honest, just, reasonable and ethical</p> <p>Excellence – Always striving for better results and being innovative</p>
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Position Scope	<p>This position is responsible for the efficient planning and delivery of community home-based services to Umbrella clients.</p> <p>The position works in conjunction with the Coordinators of the Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP) and other staff to create an environment that is supportive, welcoming, and meaningful for all users of Umbrella services and its staff, and to strive towards the objectives of the organisation.</p>
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Position Responsibilities

1. Client Support Services

- 1.1 Complete Home Care Package documentation (including client home files, client office file and Support Worker files) to a required standard and in a timely manner, updating as required.
- 1.2 Supervise staff for the delivery of home support services including home maintenance and gardening duties are provided by Home Support Staff as per their roster.
- 1.3 Liaise and coordinate out-sourced home services.
- 1.4 Coordinate service scheduling, liaise with finance department for issuing of invoices and assist in preparation of timesheets for pay-roll purposes.
- 1.5 Communicate with clients, client's families, and support workers.
- 1.6 Report on work health and safety issues and concerns of support staff in a timely manner.
- 1.7 Work closely with clients in a collaborative effort to address clients' service needs.
- 1.8 Directly support clients by providing requested services and group activities/events, as detailed in their care plan.
- 1.9 Work in compliance to Aged Care quality standards.

2. Administration

- 2.1 Maintain schedule of service availability.
- 2.2 Set up services for new clients and maintain the service delivery schedule for existing clients.
- 2.3 Prepare and maintain rosters for the support workers.
- 2.4 Continuously update changes in Sandwai.
- 2.5 Maintain and update client and support staff records where appropriate.
- 2.6 Prepare and sign off on home support staff timesheets and mileage claim forms.
- 2.7 Collect client fees, time sheets and other documentation from home support and home maintenance staff, as required.
- 2.8 Acquit fees received from home support staff against receipts issued and deposits reported.
- 2.9 Maintain confidentiality of all documentation.

3. Service Information and Advocacy

- 3.1 Provide information on services, their availability, costs etc. directly to clients and their careers, as required.
- 3.2 Refer clients to other services where and when appropriate.
- 3.3 Ensure any client service concerns are addressed, actioned, or escalated in a timely manner.

4. Other

- 4.1 Promotes a safe working environment and work within work health and safety guidelines.
- 4.2 Follows Umbrella's Code of Conduct, policies and procedures and work within the policies and procedures of the organisation
- 4.3 Promote positive ageing, dignity, independence and wellness principles
- 4.4 Other duties as required or directed by the Manager Community Aged Care Services, Senior Coordinator Home Care Package, Coordinators Home Care Packages or Coordinator CHSP that contribute to delivery of Umbrella's services
- 4.5 Other duties as required by the CEO or Deputy CEO.



Selection Criteria

The required skills and knowledge for the position of Community Aged Care Services Officer are as follows:

Essential

1. Qualification in Certificate III in Individual Support (Aging) or equivalent experience in community or aged care sector
2. Strong time management skills and ability to meet deadlines
3. Experience in using MS Word, excel or equivalent software packages
4. High level of written and verbal communication skills
5. Able to supervise staff in a positive manner
6. Preparedness to work within Umbrella's Philosophy, Values and Mission
7. Demonstrated ethical standards and values
8. Current Drivers Licence

Desirable

1. Knowledge of the Aged Quality Standards
2. Knowledge of diversity, access, and equity issues for CaLD and LGBTI+ seniors
3. Current Drivers Licence

Position description agreed to by the employee

Name	
Signature	
Date	