
SERVICE SUPPORT WORKER COMMUNITY AGED CARE AND DISABILITY SERVICES POSITION DESCRIPTION

At Chinese Community Social Services Centre Inc. (CCSSCI), we are committed to the provision of professional welfare services and quality care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Community Services

Basis of Employment: Full time

Responsible for: Providing timely and effective support to the Community Aged Care and Disability Services, i.e. Home Care Packages Program; Short-term Restorative Care Packages; Commonwealth Home Support Program and Disability Support Services (NDIS).

Position Context and Objectives:

The purpose of the role is to:

- Provide administrative and other general support to the Community Aged Care and Disability services.
 - Meet rostering requirements in a timely and effective manner for Care Workers in the designated services.
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KEY RESPONSIBILITIES AND DUTIES:

1. Database

- 1.1 Under the instruction of Line Manager and via the existing templates and guidelines, maintain and update the following database:
 - a) Waiting lists of various regions (potential consumers);
 - b) Consumers' database;
 - c) Primary Carers' database;
 - d) Care Workers' database;
- 1.2 Prepare Consumers' Monthly Payment Information for Finance Team to process monthly statements for consumers.

2. Rostering

- 2.1 Ensure rosters are logistically sound, efficient and effective use of staffing resources.
- 2.2 Attend to day to day rescheduling to cover unplanned changes in staff availability including sick leave, personal leave and emergency replacement or backfilling requirements.
- 2.3 Ensure rosters are regularly reviewed, maintained and accurate together with a record of time available for additional shifts.
- 2.4 Ensure efficient use of staff availability through effective job allocation.
- 2.5 Fill shifts effectively as possible and within a timely manner while having a regard for consumer choice, staff skills and experience, award and OH&S considerations.
- 2.6 Assist Case Managers in care workers and consumer matching by the use of the roster and time available record.

3. Payroll

- 3.1 Verify care workers' time sheets and mileage and prepare data for payroll processing.

4. Administration and Service Support

- 4.1 Responsible for maintaining and updating external contractors' records, e.g. registration details, police check and insurance certificates.
- 4.2 Under instruction, responsible for sourcing appropriate external contractors.
- 4.3 Responsible for ensuring appropriate stock levels are maintained, ordering and distribution of Personal Protective Equipment for care workers.
- 4.4 Responsible for maintaining and updating an inventory record of assistive / mobility aids and equipment.
- 4.5 Undertake other general administrative / clerical duties including:
 - a) data entry for research and surveys;
 - b) word processing and translation (mainly from English to Chinese);
 - c) filing;
 - d) assistance in the production of newsletters and brochures.
- 4.6 Provide general support for consumers, e.g. making medical appointments, taxi booking etc.
- 4.7 Other duties as directed by the Line Manager or the CEO.

5. Teamwork

- 5.1 Work as a member of CCSSCI's team and carry out your duties in a manner that reflects the mission and values of CCSSCI.

- 5.2 Actively contribute to the establishment and maintenance of constructive relationships within the organisation.
- 5.3 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 5.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information are read and acted upon.

6. Continuous Improvement/Quality Management

- 6.1 Contribute to the success of CCSSCI as a leading aged care and welfare service provider.
- 6.2 Ensure compliance with CCSSCI's policies and procedures.
- 6.3 Ensure compliance with relevant standards and guidelines of each service.
- 6.4 Ensure existence of well documented quality improvement plans and processes.

7. Occupational Health and Safety (OH&S)

- 7.1 Adhere to Occupational Health and Safety regulations, policies and procedures;
- 7.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 7.3 Demonstrate awareness of OH&S law and safe manual handling as relevant to position.
- 7.4 In the event of accidents or incidents that involve staff, consumers or volunteers, accurately complete accident/incident forms as may be required and report to the Line Manager.
- 7.5 In the event of hazard identification, complete relevant form and report to HCPP Manager.
- 7.6 Immediate reporting to Line Manager of notifiable issues e.g. elder abuse, key risks to the organisation.
- 7.7 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and other persons as appropriate.
- 7.8 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and reports any breakdown or requirements to Line Manager.
- 7.9 Participate in training and education sessions regarding occupational health and safety.

8. Professional Responsibilities

- 8.1 Maintain abreast of current practice and trends in the provision of support and rostering.
- 8.2 Recognise the need for, and actively participate in continuing education and development.
- 8.3 Comply with all Privacy Legislation requirements and CCSSCI confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of CCSSCI.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Knowledge and experience in Microsoft Office Packages, with an intermediate to advanced level of Word Processing and Excel Database.
- Experience in an administration role, preferably in a health / aged care setting.
- Ability to fulfil rostering duties and manage the challenges.
- Multi-tasking abilities as well as high attention to details.
- Maintaining a positive, friendly and enthusiastic attitude.
- Exceptional communication skills - both oral and written.
- Excellent communication and interpersonal skills with demonstrated experience in liaising with a broad range of persons.
- Be able to speak fluent Cantonese and/or Mandarin, and to communicate and read English.
- High level of organisational skill and time management with the ability to meet program/service deadlines.
- Commitment to a consumer-centred environment with a strong focus on customer service.
- Demonstrated capacity to work independently in addition to respectfully and collegially in team environment.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.

Desired

- Experience in a health / aged care setting.
 - Knowledge and experience in computer database management.
 - Victorian Drivers Licence.
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KEY PERFORMANCE CRITERIA

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to clearly establish performance and expectations and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures to be initially developed by Community Services Program Manager in consultation with the incumbent and then reviewed annually or as required.

Area of Performance:	
Database	<ul style="list-style-type: none"> ▪ Evidence of accurate and up to date databases.
Rostering	<ul style="list-style-type: none"> ▪ Evidence of efficient and effective rostering of staff. ▪ Evidence of efficient replacement of staff for unplanned changes. ▪ Evidence that rosters are regularly reviewed, maintained and accurate.
Teamwork	<ul style="list-style-type: none"> ▪ Evidence of cooperation and respect with other staff members. ▪ Evidence of attendance at staff meeting. ▪ Evidence of reading meeting minutes, memorandums and information.
Continuous Improvement/Quality Management	<ul style="list-style-type: none"> ▪ Demonstrated compliance with CCSSCI policies and procedures, and relevant standards and guidelines of designated services. ▪ Evidence of quality improvement programs in place. ▪ Evidence of personal ongoing professional development.
Occupational Health & Safety	<ul style="list-style-type: none"> ▪ Ability to demonstrate role in the event of fire or other emergency. ▪ Evidence of accurate and timely completion of consumer / staff / visitor incident forms including any first aid / follow-up actions. ▪ Evidence of accurate and timely hazard alert reports and corrective actions.

SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate.
- Social, Community, Home Care and Disability Services Industry Award 2010

Performance appraisal

The Service Support Worker's performance shall be evaluated by the Community Services Program Manager or delegate at six month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

CCSSCI policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

Service Support Worker Physical Requirements

Due to the geographic layout and nature of work employees will be required to undertake a diversity of tasks, which may require various forms of mobility.

PHYSICAL REQUIREMENTS OF THE POSITION

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

- Continuous = 75% to 100% of the work day
- Frequent = 25% to 75% of the work day
- Infrequent = 0% to 25% of the work day

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are minor components of the position. They are required for the delivery of service and movement. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Continuous	Sitting is a major component of the position and is required when carrying out documentation or administration requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Infrequent	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Lifting and carrying	Infrequent	Lifting and carrying is required in the movement of objects including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Pushing and Pulling	Infrequent	Pushing and pulling are required to draw, drag, push or tug objects.
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties.
Twisting	Infrequent	Twisting may be required in the movement. The ability to reach in all directions and to twist at the waist is required.
Grasping/ Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Continuous	Handling and feeling are required in carrying out administration duties, finger dexterity and hand–eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or consumers by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for job requirements. An excellent understanding of the English and Chinese languages is required in carrying out administration duties and when dealing with consumers, staff and other key stakeholders. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Continuous	Required for job requirements. Ability to maintain 20/20 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.

AVAILABLE ASSISTANCE

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Shelves to be positioned at appropriate levels
- Effective Committees where staff can participate

AUTHORISATION

Authorised by:

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Chief Executive Officer

Date: January 2020

Review Date: January 2021 or when required

Staff Initial	Authorisation Initial
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EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Employee Signature

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Date

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Manager Signature

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Date

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Manager Name (Please print)

*delete as necessary