



Community Support Services

Position Description	
Position Title	Aged Care Services Officer
Program Location	Various locations
Reports To	Aged Care Services Coordinator
Direct Reports	Nil
Award	Social Community Home Care and Disability Services
Classification	Social and Community Services Employee Level 4
Community Services #1 Capability Level	Level 4
Objective	<p>The primary purpose of the position is to facilitate and deliver Home Care support and services tailored to individual client service needs, under a person-centred approach that enhances independence.</p> <p>This position contributes to growing Community Services #1's (CS#1) Aged Care Services through the delivery of the Commonwealth Home Support Program and the Home Care Packages program and to ensuring its financial viability.</p>
Key Accountabilities and Capabilities	<p>Deliver the ongoing CS#1's Aged Care Services programs in accordance with the Aged Care Quality Standards, Aged Care Act, Home Care Programme Operational Manual and Commonwealth Home Support Program Manual, exercising judgement and contributing critical knowledge where procedures are not clearly defined.</p> <p>Coordinate and provide Care Management for individual clients, ensuring quality service delivery and responsive customer service.</p> <p>Implement, monitor and review care plans and budgets to meet individual client preferences, needs and goals.</p> <p>Ensure timely collection and distribution of data for client statements and invoicing.</p> <p>Maintain accurate client information records, whilst adhering to ethical privacy and confidentiality principles.</p> <p>Participate in quality assurance and continuous improvement processes for the Community Support Services team.</p> <p>Perform other duties as directed, commensurate with the skills and expectations of the role.</p>

Selection Criteria	
<p>Required Qualifications, Skills and Experience</p>	<p>Demonstrated equivalent Certificate IV qualifications in relevant fields such as Community Services, Health Services, Aged Care or equivalent work experience, with a genuine interest in empowering individuals from disadvantaged communities.</p> <p>Demonstrated knowledge and experience of Home Care Packages, or aged care, and supporting legislation and standards.</p> <p>Demonstrated experience and well developed skills in the delivery of telephone and face-to-face assessment and referral services to individuals, families and communities with diverse and complex cultural, emotional and social needs.</p> <p>Demonstrated knowledge of preparing and monitoring individual monthly budgets in accordance to available funding.</p> <p>Demonstrated sound understanding of risk assessment and duty of care for client services.</p> <p>Demonstrated excellent communication skills including the ability to liaise effectively with clients, community groups, other employees and external agencies.</p> <p>Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities.</p>
<p>Additional Requirements</p>	<p>A.C.T. Working With Vulnerable People Card NSW Working with Children and Police Check Current Covid 19 vaccinations in line with Government requirements Current Driver Licence Current First Aid Certificate</p>

Acceptance	
<p>I understand and accept the duties and responsibilities as outlined in this position description.</p>	<p>Employee:</p> <p>Date:</p>