

POSITION DESCRIPTION

POSITION TITLE:	Client Service Officer
DIVISION:	City Services & Living
DEPARTMENT:	Community Health & Wellbeing
SECTION:	Home Support Services
CLASSIFICATION:	Band 4
LOCATION:	Broadmeadows Municipal Office and other locations within The Municipality

POSITION OBJECTIVES:

The key objectives of the position are:

- To develop staff/client rosters for Home Support Services and other programs within Aged and Disability Services, where directed, which are client centred, considerate of individual staff needs, cost effective and prepared in a timely manner.
- Participate in the development and implementation of streamlined administrative systems and processes to support the day-to-day operations of the department.

KEY RESPONSIBILITIES AND DUTIES:

1. ROSTER SUPPORT:

- Develop staff rosters which are client centred, considerate of individual client and staff's needs, cost effective and prepared in a timely manner.
- Provide accurate and complete data, information, and reports in relation to rostering client services and advise changes to care and service delivery.
- Contribute to the development and implementation of improved and streamlined administrative systems and processes to support the day-to-day operation of the Team.
- Respond to enquiries from staff and clients related to rosters, ensuring all changes are accurately captured, recorded, and communicated in a timely manner, while also addressing other phone queries related to the program as required.
- Maintain accurate and complete records of rosters and ensure this information is available and accessible to all staff.
- Respond to feedback provided by Direct Service Workers in relation to client health and wellbeing and timely notification to the Service Coordination Team Leader/Team Leaders in a timely and appropriate manner.
- Work with the Service Coordination Team Leader to ensure that client files are complete, accurate, consistent, and stored appropriately.
- Liaise with Accounts and Business Administration Officer in response to client account queries ensuring such queries are processed in a timely manner.
- Review Direct Care staff timesheets and travel reimbursements, identify discrepancies with the roster and forwarded to the Service Coordination Team Leader in a timely manner.

2. OPERATIONAL RESPONSIBILITIES:

- Actively participate in the implementation of the Continuous Quality Improvement Program as it applies to Aged & Disability Services.
- Actively participate in the implementation of the Occupational Health & Safety Program as it applies to Aged & Disability Services
- Demonstrate awareness of and compliance with organisational policies and procedures and relevant legislative and regulatory requirements in particular obligations related to the Aged Care Act, Privacy Act and Freedom of Information obligations.
- Actively ensure all documentation including client records are completed and managed in a manner that is consistent with organisational policies, procedures, and legislative and regulatory requirements.

3. CLIENT EMPOWERMENT:

- Collaborate with clients, fostering an understanding of their needs and aspirations to explore options and develop actions that will best meet their needs.
- Advocate internally and externally to ensure systems and services protect the rights of clients and give greatest client control over decision-making. Promote capacity building, restorative care, and social inclusion to maintain and promote independence and autonomy.

4. TEAMWORK AND COLLABORATION:

- Actively and positively promote processes and systems which ensure effective teamwork and communication through:
 - Sharing knowledge and keeping people informed
 - Speaking openly and constructively about issues that affect the client, team, or service.
 - Actively seeking out opportunities to work together with other teams on common issues
 - Foster a culture where all staff value and use the different skills and expertise available within the team and readily seek support and assistance from others.
 - Recognise that clients' communities are central to their wellbeing and ensure that all actions support and strengthen those communities.

5. ONGOING LEARNING AND GROWTH:

- Stay abreast of current information affecting broad service provision through reading and networking.
- Actively foster a learning environment and contribute to regular learning opportunities for colleagues.
- Actively seek opportunities to reflect and learn in order to improve practice.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Service Coordination Team Leader
Supervises:	NIL
Internal Contacts:	Community Health & Wellbeing Staff Aged and Disability Services staff Other internal Council Departments
External Contacts:	Residents and other primary health and community support agencies within the municipality. Other relevant agencies

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental, and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic, and environmental prosperity of our community through vision, leadership, excellence, and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures, and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures, and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation, and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance.

Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

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ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK:

The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check ☒ YES ☐ NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening, and drug & alcohol test. May also include cognitive assessment.) ☐ YES ☒ NO
- The incumbent must undergo a Pre-Employment Audio Test ☐ YES ☒ NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position. ☐ YES ☒ NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours.
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Completing duties and responsibilities as directed and to ensure a high level of service efficiency.
- Developing rosters that are client centred, considerate of individual staffing needs, cost effective and prepared in a timely manner.
- Providing correct information to members of the public on services available.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Making decisions in consultation with Service Coordination Team Leader relating to the implementation of day-to-day work practices.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated administrative and organisation skills.
- Awareness and understanding of issues confronting older people and people with disabilities.
- Knowledge of Aged and Disability Services provided by local agencies.
- Knowledge of computer software systems utilised in a community setting and Microsoft Office software.

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MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Ability to plan and organise own work and set priorities in order to achieve specific objectives within available resources and timetable.
- Ability to maintain professionalism, integrity, and confidentiality.
- Ability to complete tasks despite distractions and interruptions.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Excellent verbal and written communication skills including the ability to gain cooperation and assistance from a broad range of people with diverse backgrounds.
- Ability to prepare routine reports and correspondence.
- Ability to work independently and as part of a team.
- Ability to speak a community language desirable.
- Ability to effectively and courteously deal with enquiries and referrals from the public and other community organizations.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Certificate in Administration or similar qualification and relevant work experience in an administrative environment.
- Experience preferred in Aged and/or Disability Care Service Provision
- Experience in maintaining administrative systems.
- Ability to speak a second language is desirable.

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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippy conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc): XXXX				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook, and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge, and attributes as required in the position description:

1. Certificate or Diploma in Office/Business Administration, or lesser formal qualifications with relevant administrative experience. Experience preferred in Aged and/or Disability Care Service Provision.
2. Experience in maintaining administrative systems including demonstrated computer proficiency and use of client management software.
3. Knowledge of local Aged and Disability Service providers.
4. Demonstrated commitment to person-centred care.
5. Demonstrated ability to establish rapport with the public and service professionals, along with the ability to resolve issues promptly and courteously.
6. Excellent verbal and written communication skills including the ability to gain cooperation and assistance from a broad range of people with diverse backgrounds.
7. Experience in the operation of a computer and experience with use of client management software.

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