

Position Description

Position Title	Business Support Officer Community
Directorate	Community Development
Business Unit/s	Community Development
Reports to	Team Leader Community
Classification	Level 5 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth's central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling's core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to Team Leader Community.

Position Overview

- Business Support for the Community Development business unit ensuring that high quality customer service is delivered to the City's Internal and external customers with a focus on continuous improvement.
- Assists with monthly financial processes and scheduling/rostering of services when required.
- Efficient administrative support for the Community Development unit.

Position Objectives

- Maintain up to date rosters for Support Workers and Volunteers optimising time available and service requirements.
- Allocate customers to support workers (internal and external) and volunteers taking into consideration service requirements, worker/volunteer compatibility, skill sets and availability.
- Respond to staff/volunteers rostering and service provision enquiries.
- Carry out cancellations, rescheduling and new allocations of services.
- Provide clear communication to Support Workers and Volunteers and accurate recording on the Customer Data Management System when rescheduling services.
- Monitor rosters identifying conflicts, gaps, overlaps and unallocated services.
- Validate rosters in line with Customer Data Management System and actual service delivery.
- Liaise with external agencies, family representatives/carers and other stakeholders when necessary.
- Maintain confidentiality as required and respect customer's privacy and dignity, ensuring that Support Workers and Volunteers adhere to these policies and procedures.
- Maintain Support Workers and Volunteers details on Customer Data Management System including availability, leave, training, skills, vehicle details, certifications etc.
- Update leave periods on Customer Data Management System.
- Maintain up to date case notes and other documentation as required.
- Undertake other administrative tasks related to quality and safety of service delivery.
- Deliver a consistent high standard of service in accordance with the organisation's policies and procedures and the customer's care plan.
- Ensure that Support Workers and Volunteers have accurate and up to date information about care plans, customer profiles and customer support needs.
- Attend training and meetings relevant to the position.
- Liaise closely with customers, family members and Community Services team.
- Liaise with external agencies and other stakeholders as necessary.
- Identify and implement opportunities for Continuous Improvement.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Cert III or relevant qualification in Aged Care Services/Disability or equivalent experience in a related field.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current Provide First Aid Certificate	Essential
Knowledge, Skills, Experience & Abilities	
Highly developed interpersonal skills including the ability to liaise effectively with internal and external customers including highly effective conflict resolution skills	Essential
Well-developed organisational skills with the ability to effectively prioritise multiple tasks and coordinate conflicting priorities to meet deadlines	Essential
Demonstrated ability to understand and work within the wellness framework and adapt a customer focused approach.	Essential
Highly developed skills using MS Office Suits (Word, Excel, Outlook, PowerPoint).	Essential
Ability to respond quickly to changes in work demands and rosters.	Essential
Ability to analyse and assess rosters for skill gaps, recruitment needs and leave management.	Essential
Knowledge of Occupational Safety and Health requirements and understanding of the appropriate legislation impacting on community care employees.	Desirable
Experience in rostering/scheduling environment.	Essential
Experience in using different Customer Data Management Systems.	Essential
Experience in working with elderly and people with a disability and their families.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Essential

Office use only

Position Creation Date	Date	1 June 2023	Officer	Manager Community Development
Last reviewed/Modified	Date	1 June 2023	Officer	Manager Community Development