Position Description

Position Title	Senior Day Clubs Officer
Position Number	DCAO05
Directorate	Community Development
Business Unit/s	Community Development
Reports to	Team Leader Day Clubs
Classification	Level 5 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) 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 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

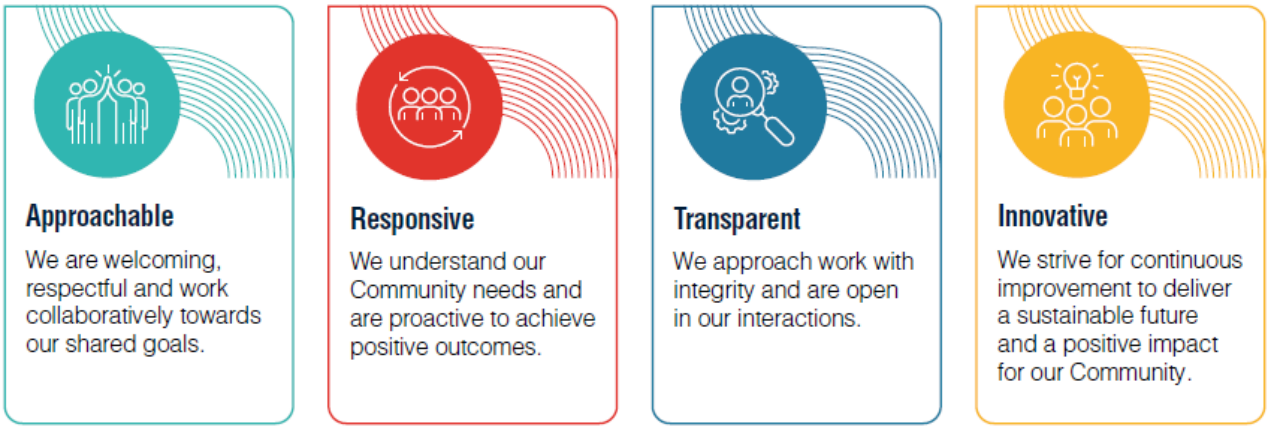
The City has a workforce of around 1,500 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and 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:



Reporting Relationships

This position reports to the Team Leader Day Clubs.

Business Unit Objective

To provide services which support, engage and improve the quality of life for all sections of the community while providing real opportunities.

Position Overview

Senior Day Clubs Officer will assist in the planning, preparation, and presentation of engaging activities for community, as well as contributing to the implementation of strategies to assist inclusion and community focused support. The Senior Day Clubs Officer will assist in the supervision of Community Day Club employees, community and volunteers, the provision of transport as required and general duties associated with community-based support. The Senior Day Clubs Officer will operate across various City of Stirling Community Day Club locations.

Position Objectives

- Provide information, advice and support to customers, prospective customers and carers in relation to Stirling Senior services.
- Coordinate new customer referrals, intake meetings and related administration in a timely manner.
- Coordinate customer wellness reviews and assist in the review of their care plans. Manage related data entry.
- Assist in initiating, planning, supervising, delivering and evaluating an innovative and interesting program of events and activities for customers attending the Community Day Clubs.
- Maintain up to date knowledge of cultural diversity within the community to deliver culturally appropriate programmes and care to customers.
- Foster and respect choice in services requested by customers. Support customers and their choices through excellent, person-centred customer service.
- Utilise the wellness approach to assist customers to maintain their health and independence through the delivery of a variety of engaging activities, across various locations within the City of Stirling, that support their personal goals.

- Maintain the safety and comfort of customers and assist in their personal care as required.
- Identify and implement technology and equipment to assist clients attending the Community Day Clubs.
- Oversee the on-site orientation and training of new employees and volunteers. Provide ongoing support and training to existing employees and volunteers, including the application of relevant policies and procedures daily.
- Train Community Day Club employees to utilise the City's information technology (e.g. computer, phone, various software packages) in an efficient and responsible manner.
- Manage Community Day Club employees and volunteers with transporting customers in City of Stirling vehicles as required. This position will also be required to provide transport as required both in a Day Club and community setting.
- Manage cleaning of the Community Day Club facility, equipment and vehicles on a daily basis.
- Coordinate petty cash and purchasing for the community day club within a specified budget and in accordance with City of Stirling purchasing requirements.
- Contribute to the coordinated purchasing of materials and equipment required for programme delivery under the direction of the Team Leader.
- Manage the day to day running of the Community Day Club.
- Liaise closely with the key stakeholders to ensure an integrated, holistic approach to customer care.
- Liaise with customers, other service providers, City of Stirling employees, volunteers and other external organisations in order to represent or promote the City's Community Day Club services.

Corporate Responsibilities

- Undertake duties and responsibilities in accordance with corporate Policies, Management Practices and Procedures and demonstrate expected behaviours aligned with the City's Values and Code of Conduct.
- Observe all safe working practices in accordance with relevant Policies, Management Practices and Procedures.
- Contribute to the achievement of corporate objectives by ensuring that stakeholders are responded to in a professional and timely manner.
- 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.
- Undertake duties and responsibilities in accordance with the City's Customer Service Charter
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as reasonably directed.

Selection Criteria

Qualifications/Education Level	
Certificate III in Aged Care/Disabilities or equivalent professional experience.	Essential
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Current C Class Driver's Licence	Essential
Current LR (Light Ridgid) Class Driver's License.	Desirable
Current Provide First Aid Certificate.	Desirable
Knowledge, Skills, Experience & Abilities	
Ability to plan and implement group activity sessions for customers and cater for a variety of ability levels and interests within these sessions.	Essential
Demonstrated ability to deliver services in a person-centred way within a wellness framework.	Essential
Well-developed written and verbal communication skills, and ability to use these effectively when communicating with customers, carers, employees, volunteers and other stakeholders.	Essential
Demonstrated organisational skills and ability to effectively use technology to contribute to time management and administration efficiency.	Essential
Ability to effectively supervise, lead and motivate a multidisciplinary team of employees and volunteers.	Essential
Ability to coordinate petty cash and purchasing within a specified budget and in accordance with company purchasing policies.	Essential
Sound knowledge of cultural diversity within the community and ability to deliver culturally appropriate programmes and care to clients.	Essential
Intermediate skills using MS Office Suite (Word, Excel, Outlook, Powerpoint).	Essential
Demonstrated knowledge of contemporary approaches and programs for seniors, community groups and their practical application.	Essential
Experience working with Seniors and people with living with a disability from diverse cultural backgrounds.	Essential
Experience supervising service delivery within a day club environment or similar.	Essential
Experience in managing programs for people with challenging behaviours.	Essential
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	January 2018	Officer	Manager Community Development
Last reviewed/Modified	Date	June 2023	Officer	Manager Community Development