

CONFIDENTIAL

Position Description

EMPLOYEE: Vacant

POSITION TITLE: Community Services Administration & Welfare Support Officer

POSITION NUMBER: To be allocated

MANAGER: Manager Community Services & Emergency

UNIT OR TEAM Home Support

APPOINTMENT: Fixed Term – six months

LOCATION: Civic Centre, Roberts Avenue, Horsham

AWARD: Horsham Rural City Council Enterprise Agreement Number Nine, 2019 - 2022

AWARD CLASSIFICATION: Band 4 Level A

HOURLY RATE: \$31.74

PREPARED BY: People & Culture Department

APPROVED BY: DATE:
(Director Communities & Place)

..... DATE:
(Employee)

ORGANISATION VISION

A progressive and innovative organisation, delivering high quality and sustainable services

ORGANISATION VALUES

<p>Flexibility We are adaptable to changing circumstances</p>	<p>Accountability We are responsible for our behaviour and actions</p>	<p>Integrity We are ethical, transparent and honest in our conduct</p>	<p>Respect We value diversity and appreciate others</p>
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POSITION BACKGROUND

In response to the Covid-19 pandemic the Horsham Rural City Council has successfully applied to the Victorian State Government for a number of additional, fixed term positions under the “Working for Victoria” program. This initiative helps Victorians, including people who have lost their jobs as a result of coronavirus, to find paid work that supports our community. In accordance with the funding agreement appointment is for a six month period.

The changing and evolving needs of the Covid-19 pandemic require a degree of staffing and position flexibility. This position description therefore does not detail all of the tasks and duties that an employee will be asked to undertake so that HRCC can respond to the pandemic. It is expected that employees will have a willingness and understanding of the need to be adaptable to reasonable changes in duties and tasks that may be required. Any such changes will not impact the rate of payment as outlined in this position description.

You are eligible to participate in Working for Victoria if you are:

- legally able to work in Victoria
- are unemployed or have recently experienced a significant reduction in income

If you are interested, please sign up and provide information about your job preferences, skills and experience on “Sidekicker”: <https://www.getsidekicker.com/create-sidekick-account?source=vic-gov-marketplace>

Once you have done this you will then start receiving updates about employment opportunities that you can apply for relevant to your interests and experience.

POSITION OBJECTIVES:

Provide administrative support and assistance to the Community Services teams.

KEY RESPONSIBILITY AREAS:

- support the Home Support Unit in the provision of a wide range of services and functions including post service transition work.
- make proactive welfare phone calls to elderly clients and outreach to isolated community members
- provide administrative support for the Home Support Unit including meals on Wheels deliveries
- provide general support to Community Services and Emergency teams in a wide range of activities and responsibilities which may include emergency preparedness and response.
- undertake administrative duties as directed, including filing, correspondence, copying, sorting, etc

RISK MANAGEMENT:

- perform duties in a manner that prevents and does not place unnecessary risk on the personal health and safety of others or any property;
- encourage other employees to work safely;
- report any illness, injury, hazard, near miss or incidents and losses of any kind as soon as they are detected to the manager or supervisor

ORGANISATIONAL RELATIONSHIP:

Reports to: Manager Community Services and Emergency

Supervises: Nil

Internal Liaisons: Community Services and Emergency staffing group
HRCC Staff

External Liaisons: Home Support Unit Clients
Youth and Early Years Clients
Member of the public
Community Services agencies

ACCOUNTABILITY AND EXTENT OF AUTHORITY, JUDGEMENT AND DECISION MAKING:

This position is responsible to Manager of Community Services and Emergency for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply

- the objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives
- guidance and advice is always available

In respect of OHS matters, HRCC expects that staff will take reasonable care and:

- protect their own health and safety at work;
- avoid adversely affecting the health and safety of any other person
- use any equipment provided for health and safety purposes;
- obey any reasonable instruction they may be given in relation to health or safety at work;
- ensure they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety at work or the safety of any other person at work; and
- promptly report all accidents to their supervisor

MANAGEMENT AND ADMINISTRATIVE SKILLS:

- effective time management and report writing skills;
- understanding of local services systems to support clients
- able to plan and organise upcoming work
- attention to detail
- efficient computer software skills, knowledge and understanding (in particular Microsoft Office)

INTERPERSONAL SKILLS:

- excellent English and customer communication and liaison skills
- ability to show empathy, listen proactively and respect confidentiality and privacy
- able to co-operate effectively with other staff in a team environment and to work individually
- ability to think logically, quickly and within set time-frames

SPECIALIST SKILLS AND KNOWLEDGED:

Previous experience working with older adults and/or family would be an advantage

OTHER QUALIFICATIONS AND EXPERIENCE/SELECTION CRITERIA:

- Year 12 together with administrative skills gained through relevant on-the-job training
- any level of relevant/additional post-secondary qualification may be advantageous
- rostering and associated administrative experience highly regarded
- good time management, prioritisation and organisational skills and the ability to achieve objectives within the scope provided
- able to effectively research and summarise information to inform solutions and recommendations

FURTHER INFORMATION:

Horsham Rural City Council is committed to providing and promoting child safe environments. Council has zero tolerance to child abuse and aims to create a child safe and child friendly environment where children feel safe and secure and have fun. This includes the physical,

emotional, cultural and social wellbeing of all children.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Background, Pre-employment, Medical and Police record checks will be conducted as a part of the appointment and confirmation of employment processes.

Horsham Rural City Council is an Equal Opportunity Employer. Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Culture Department or www.humanrightscommission.vic.gov.au for further information.

**Human Resources Lead
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