



Cultivating Healthy Communities

Position Title:	Home Care Administration Support Officer
Reports To:	Home Care Coordinator
Direct Reports:	Nil
Department:	Community Health
Classification:	Admin Grade 2
Employment Conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025.
Qualifying Period:	6 months from commencement date.

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Dja Wurrung, Barengi Gadjin, and Jaara Jaara peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence



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ROLE STATEMENT

The Home Support Programme provides services to people in our community who require assistance in day-to-day living tasks and capacity building in order to remain living at home. Services include the delivery of home services including but not limited to personal care, domestic assistance and home maintenance that enhance and encourage active participation in care to maintain independence of consumers living in the community.

The Home Care Administration Support Officer will assist the Home Care Coordinator in providing a highly skilled and timely response to service requests and stakeholders. The role will assist with client assessments, checking availability of staff and resources to prepare and maintain the roster system of the EWHS Home Support Programme, prepare and publish roster information and prepare staff timesheets. A key component of the role is to coordinate the Meals on Wheels Program on a daily basis.

POSITION SPECIFIC RESPONSIBILITIES

- Prepare, maintain, verify and oversee proposed and current electronic rosters
- Respond to internal and external service requests and changes to rosters as they occur.
- Check availability of worker, time slot, activity and resources (vehicles).
- Allocate the appropriately matched worker to the client and inform of service delivery information including any service changes.
- Communicate between client and service request provider.
- Manage delivered meals schedule, requests and alterations and volunteer delivery of meals.
- Input and update internal client management software system (Polixen) accordingly, including service completion or cancellation with necessary details.
- Maintain records accurately and efficiently in line with organisational audit requirement and deployment.
- Prepare and publish a fortnightly roster to staff.
- Maintain a supply of and provide welcome packs to clients and service providers.
- Reconciliation of fortnightly time sheet and staff rosters for payroll processing.
- Assist as needed in transferring the rostered hours into RosterOn Payroll system.
- Other duties commensurate with current skills and experience as agreed with the Home Care Coordinator.

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within



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an organisation) falls short of expectations.

- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

Compliance with the Education Training Schedule (ETS).

All consumers are cared for in a timely manner

Accurate recording of rosters

KEY BEHAVIORAL COMPETENCIES

Inclusive

Professional

Compassionate

Customer Service

Priority Setting

Proven Organisational Skills

KEY SELECTION CRITERIA

Demonstrated relevant experience with rostering including allocations to align with budgetary requirements

Demonstrated experience in working with all consumers and great interpersonal skills

Familiarity with various relevant funding streams including but not limited to CHSP, HACC PYP, PAC and DVA

Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.

Ability to maintain confidentiality at all times.

Demonstrated knowledge and application of computers and computer software, including Microsoft Office and the Internet.

High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.

Ability to prioritise and problem solve

Evidence of recent annual influenza immunisation or willingness to obtain

Evidence of full immunisation against COVID-19.

The Home Care Administration Support Officer at East Wimmera Health Service will hold:

- A current National Police Check or ability to obtain a satisfactory check.
- A current Victorian Drivers Licence.
- Ability to comply with the "Behavioural Outcomes" for this role.
- A current Working with Children Check.



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East Wimmera Health Service STANDARDS OF BEHAVIOUR

Our staff will always:

Our staff will not:

Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centred • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct



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RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
Work Environment	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	X			
• Work in locations geographically separated from main facility	X			
• Working off site which may include clients homes	X			
• Clinical areas	X			
• Travelling or Driving in cars on a regular basis	X			
Work Activity				
• Manage demanding and changing workloads and competing priorities		X		
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time			X	
• Sitting at the computer for extended periods of time			X	
• Sitting in meetings for extended periods of time			X	
• Use of technology including photocopiers, telephones			X	
• Undertake manual handling of equipment	X			
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)	X			
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)	X			
Work relationships				
• Work in a team environment and at times independently			X	
• Interaction with staff from other disciplines and departments			X	
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 			X	



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I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name _____
(please print)
Signature _____
Date _____

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