

POSITION DETAILS

Position Title:	Social Support Group Assessment Officer
Division:	Community Services
Reports To:	Social Support Group Team Leader
Responsible to:	General Manager
Location:	Head Office

MAIN PURPOSE OF POSITION

The Social Support Group Assessment Officer is responsible for the assessment and care planning for clients of the Social Support Group Program at Co.As.It. The Social Support Group Assessment Officer will assist the Team Leader with the overall running of the Program.

KEY ROLES AND RESPONSIBILITIES

- Assessment of new and existing clients, which includes developing comprehensive care plans in accordance with Co.As.It. guidelines;
- Regular monitoring of clients through care plan reviews;
- Creation and ongoing review of the dementia behaviour management plans for clients living with dementia;
- Promptly dealing with enquiries and concerns about the service from clients or their representatives and service providers;
- Maintenance of accurate client records;
- Referral to external services and programs for clients;
- Comply with DEX client data reporting as required by government guidelines;
- Preparation of correspondence for clients;
- Assessment of venues to ascertain appropriateness for outings;
- Liaison with staff regarding the maintenance of the bus fleet;
- Liaison with Councils regarding hall hire;
- Other duties in line with the philosophy and objectives of Co.As.It. as directed by the Social Support Group Team Leader;
- Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Social Support Group Assessment Officer needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services.

These relationships include:

- The Social Support Group Team Leader;
- The Social Support Group Coordinators, Assistants and Bus Drivers/Assistants;
- The Co.As.It. Board of Directors, General Manager and senior management team;
- Staff within the Community Services division;

- Staff across Co.As.It. generally to work collaboratively and exchange information;
- External service providers;
- Clients;
- General Public.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to the smooth running of the Social Support Group programs;
- Content of advice and information provided to the Social Support Group Team Leader.

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- To comply with Aged Care Quality Standards;

- To actively pursue and demonstrate continuous improvement in all aspects of service management and delivery.

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Tertiary qualification in Welfare, social sciences or aged care;
- Current Drivers Licence;
- Demonstrated understanding of Co.As.It.'s role within the community and the functions of each area;
- Experience in working with and sensitivity to the needs of people from culturally and linguistically diverse backgrounds;
- Excellent oral and written communication in English and Italian;
- Well-developed organisational skills, including a demonstrated ability to work effectively in a busy environment, prioritise tasks and meet strict deadlines;
- Well-developed computing skills including experience with Microsoft Word, Microsoft Excel, databases, email and the Internet;
- Highly effective interpersonal and communication skills;
- Confident manner and experience in working with the public;
- An ability to show initiative, and to work independently;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Understanding of, and commitment to, Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....



SUPERVISOR

Signature..... Date.....