

POSITION DESCRIPTION

PROJECT OFFICER

COMMONWEALTH HOME SUPPORT PROGRAMME

POSITION DATA	
Position Title	Project Officer – Commonwealth Home Support Programme (CHSP)
Organisation	Western Sydney Migrant Resource Centre (WSMRC)
Location	Liverpool & Macarthur
Employment Status	Up to 22.8 hours per week (2 to 3 days per week)
Position Level / Grade	SCHCADS 5
TRAINING & QUALIFICATIONS	
Essential	<ul style="list-style-type: none"> • Relevant qualifications – minimum Cert IV in Aged Care, or equivalent • Well-developed knowledge of MyAgedCare and the Commonwealth Home Support Programme • Demonstrated experience with coordinating respite and Centre/Group based care services for frail and / or elderly persons • Understand the needs of culturally and linguistically diverse older people and their carers • Demonstrated experience with service delivery for people from diverse religious, cultural and socio-economic backgrounds • Demonstrated understanding of elder abuse and neglect, and associated responses • Demonstrated experience in reporting and data collection to meet CHSP Programme funding • Excellent organisation and time management skills • Demonstrated computer/IT skills, alongside skill and experience in using electronic databases • Understanding of Work Health & Safety (WHS) considerations and procedures • Compliance Checklist <ul style="list-style-type: none"> ○ Driver’s licence and access to a comprehensively insured personal vehicle ○ Have or able to obtain a current first aid certificate ○ Able to provide documents for Working with Children Check Clearance and a current Police Clearance (to be supplied with the Acceptance of an Offer of Employment))
Desirable	<ul style="list-style-type: none"> • Bi-cultural and bi-lingual background, preferably Arabic/Assyrian • Possess industry knowledge and insight into current sector trends • Experience with Microsoft365
KEY DUTIES & RESPONSIBILITIES	
Strategic	<ul style="list-style-type: none"> • Identify and raise current and projected community needs in relation to CHSP clients and their carers
Delivery	<ul style="list-style-type: none"> • Coordinate flexible respite services for older CALD clients, either in their homes or an alternative place as requested by the client. • Plan, coordinate and deliver centre-based respite activities • In collaboration with the client and carer, develop care plans including activities and goals • Conduct risk and needs assessments • Coordinate support worker rosters and activities • Assist with administrating and monitoring payments receivable from CHSP clients

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Expansion	<ul style="list-style-type: none"> Participate in quality improvement activities Assist in the development and refinement of the CHSP, and related projects, policies and procedures 	
Relationships	<ul style="list-style-type: none"> Recruit, train, support and supervise Support Workers under the CHSP Develop rapport and deliver high quality services to clients Engage with staff from other MRC's and agencies to promote the CHSP, together with cross programme referrals and partnerships 	
Reporting	<ul style="list-style-type: none"> Input and maintain case notes, client records and documents, and statistical data within the client database Review client database records to ensure accuracy Monitor and update the MyAgedCare portal 	
RESOURCE MANAGEMENT		
Management of Staff	<ul style="list-style-type: none"> Approve Support staff time sheets 	
Management of Budget	<ul style="list-style-type: none"> Maintain accurate payments receivable records and processes 	
DECISION MAKING		
Management of Staff	<ul style="list-style-type: none"> Decision-making relating to CHSP Support Worker employment hours, in conjunction with the Director of Services 	
Management of Budget	<ul style="list-style-type: none"> N/A 	
COMPLIANCE REQUIREMENTS		
Reference Documents	<ul style="list-style-type: none"> Age Discrimination Act 2004 (Commonwealth) Anti-Discrimination Act 1977 (NSW) Australian Human Rights Commission Act 1986 (Commonwealth) Carers (Recognition) Act 2010 (NSW) Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW) Crimes Act 1900 (NSW) Disability Discrimination Act 1992 (Commonwealth) Disability Inclusion Act 2014 (NSW) Disability Inclusion Regulation 2014 (NSW) Equal Opportunity for Women in the Workplace Act 1999 (Commonwealth) Guardianship Act 1987 (NSW) Health Records and Information Privacy Act 2002 (NSW) Privacy Act 1988 (Commonwealth) Privacy and Personal Information Protection Act 1998 (NSW) Public Health Act 2010 (NSW) Racial Discrimination Act 1975 (Commonwealth) Sex Discrimination Act 1984 (Commonwealth) 	
KEY PERFORMANCE INDICATORS		
Key Performance Area	Indicator	Percentage
Strategic	<ul style="list-style-type: none"> Key issues, trends and insights impacting CHSP clients and carers are raised 	5%
Delivery	<ul style="list-style-type: none"> Clients are provided with timely, high quality respite care and support Centre-based respite is well resourced, engaging and meet the needs of clients Support worker activities are well organised and communicated effectively 	60%

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	<ul style="list-style-type: none"> • Case notes and client files are completed consistent to Western Sydney MRC guidelines, ensuring all records are accurate, objective, detailed and completed within required timeframe • Payment records are accurate, comprehensive and up to date. 	
Expansion	<ul style="list-style-type: none"> • Ideas, constructive feedback and practical assistance is provided to assist the development and refinement of Aged Care programs, projects, policies and procedures at Western Sydney MRC, alongside other quality improvement activities and processes at Western Sydney MRC. 	10%
Relationships	<ul style="list-style-type: none"> • Clients are treated with respect, positive regard, understanding and empathy • Work undertaken reflects a wellness model, alongside strengths based, client centred and culturally competent practice • Client privacy and confidentiality is maintained through all practices, in alignment with Western Sydney MRC policies and procedures • Support workers are well supported to conduct their work and troubleshooting is undertaken in a supportive and timely manner. 	10%
Reporting	<ul style="list-style-type: none"> • MyAgedCare portal is consistently up to date and well maintained. • MyAgedCare referrals are responded to in a timely manner 	5%
Self-Management	<ul style="list-style-type: none"> • Workplace health and safety legislation is complied with • Reflection occurs in relation to self-management practice • Programme and personal KPIs have been met • WSMRC's policies, procedures, values and behaviours are demonstrated • Demonstrate effective time management, administration and project management skills to manage priorities, meet deadlines and keep accurate records • Professional development activities and training opportunities are actively engaged with, in an ongoing basis, and learning is shared with Aged Care team members. • Internal supervision is actively engaged in. 	5%
Supporting Teamwork	<ul style="list-style-type: none"> • Open and effective communications are undertaken with all staff at WSMRC • Communication protocols are followed • Actively involved/participation in internal staff Committees 	5%

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	<ul style="list-style-type: none"> • Colleagues are supported and teamwork is undertaken both within and external to the Aged Care team when needed • Staff meetings and development sessions are prioritised and attended insofar as possible. Prior discussion with advance notice is provided when unable to attend. • Support the preparation for and delivery of WSMRC events and activities, where required. 	
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MANAGEMENT DECLARATION

"I have carefully reviewed this Position Description and I am satisfied that it fully and accurately describes the requirements of the position."

Senior Manager	
Signature	
Date	

EMPLOYEE DECLARATION

I have read this document and agree to undertake the duties and responsibilities as listed above. I acknowledge that:

1. *This position description details the accountabilities and scope of the role and describes the duties and tasks that I am required to undertake. Additional or other duties may, from time to time, be allocated in order to fully meet the responsibilities of the role, team and/or organisational objectives. Any additional or other duties will be discussed with me including their priority and KPIs*
2. *The measures included in this document will be reviewed with me on an annual basis and my performance will be evaluated against these measures.*

Employee	
Signature	
Date	