

## POSITION DESCRIPTION

### Program Officer – Aged Care Services

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** An inclusive Australia, a place where cultural diversity and community connection enhances the lives of all.

**Our Mission** We work together with people from migrant and refugee backgrounds, supporting their aspirations to arrive and settle well, stay connected, age with dignity and shape their own futures.

**Our Purpose** For everyone to 'feel at home'

**Our Values** **Belonging:** We create spaces and foster relationships where people feel seen, heard and accepted.  
**Respect:** We lead with empathy and care, always putting our people first, championing diversity and inclusion.

**Connection:** We work in partnership with people, communities and sectors to foster shared connections for the greatest impact.

**Excellence:** We are transparent, honest and accountable in all that we do.

#### POSITION CONTEXT

As a Program Officer in Aged Care Services at Spectrum, you'll play a vital role in Spectrum's Aged Care team. You'll be an important point of connection through intake, assessment and planning for elderly clients, as well as their carers, from a diverse range of CALD (Culturally and Linguistically Diverse) backgrounds. Getting to work across a number of Spectrum's aged care programs, you'll build a strong rapport and trust with clients, carers and colleagues. Your contribution will mean that more older people can enjoy living at home for longer, while their carers feel supported, happy and healthy.

#### POSITION INFORMATION

<b>Location</b>	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level 4
<b>Employment Period</b>	
<b>Hours of Employment</b>	

#### KEY RESPONSIBILITIES

<b>Strategy and Leadership</b>	<ul style="list-style-type: none"> <li>Actively support an organisational culture that embeds Spectrum's Values and promotes accountability, good governance, and staff well-being.</li> <li>Support people to do their best work. This includes providing to your team: clear direction, role and empowerment, feedback and coaching, professional development</li> </ul>
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## KEY RESPONSIBILITIES

	<p>opportunities that build their capability and confidence, recognition and celebration of individual and team achievements.</p> <ul style="list-style-type: none"> <li>• Build team effectiveness by encouraging full participation by all team members and enabling engagement of staff in team decisions</li> </ul>
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Conduct initial needs and eligibility assessments in accordance with My Aged Care (MAC), Complete the MAC Intake &amp; Assessment, eligibility with Commonwealth Home Support Programs (CHSP) &amp; Home and Community Care Program (HACC), Care Finder Program (PHN) and Support for Carers (SCP) as relevant.</li> <li>• Provide face-to-face and phone interviews with clients.</li> <li>• Determine eligibility and conduct assessment into the appropriate program.</li> <li>• Service matching and coordination in accordance with client's referral and funding arrangement per individual aged care programs (CHSP &amp; SCP).</li> <li>• Meet key performance indicators including delivery of a specified number of clients and carers supported, as per funding agreements and program's KPI's.</li> <li>• Complete Clients' care and services review regularly for effectiveness and when their care needs and circumstances change.</li> <li>• Ensure effective communications with people including the use of interpreters when required.</li> <li>• Assist clients and carers to identify areas of support that would assist them.</li> <li>• Determine if a care burden is present for the carer at the time of assessment for Support for Carers program.</li> <li>• Communicate effectively to clients the maximum level of support available under Support for Carers program.</li> <li>• Collect data and maintain accurate internal database and client records.</li> <li>• Provide services in accordance with goal directed care plans, programme guidelines and funding requirements.</li> <li>• Employ a wellness and reablement approach in line with consumer directed care principles, with a focus on the person's goals, choices, independence and assessed needs.</li> <li>• Be willing to work within an aged care team and all processes are client focused to ensure their best possible outcomes.</li> <li>• Work collaboratively with program's support functions such as finance, IT, Marketing &amp; Communications team.</li> <li>• Participate in relevant network meetings as directed.</li> <li>• Refer clients for other services as appropriate and addressing any functional decline or health deteriorations.</li> <li>• To ensure regular wellbeing checks and completion of service review.</li> <li>• Other tasks will be assigned from time to time to meet the needs of the organisation and the aged care program</li> </ul>
<p><b>Administration &amp; reporting</b></p>	<ul style="list-style-type: none"> <li>• Maintain accurate client records and documentation, utilising the GoldCare CMS system.</li> </ul>
<p><b>Quality improvement &amp; compliance</b></p>	<ul style="list-style-type: none"> <li>• Stay updated on industry trends and make recommendations for optimising performance.</li> <li>• Support the development and use of clear, consistent, and transparent processes and internal controls and compliance.</li> <li>• Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.</li> </ul>

## KEY RESPONSIBILITIES

### Stakeholder Management

- Develop and sustain positive working relationships with key internal and external stakeholders.

## KEY SELECTION CRITERIA

### Qualifications

Essential:

- Diploma in Community Services
- Experience in the aged and / or disability sectors
- knowledge of Aged Care Programs and Support at Home Model

### Skills & Experience

- Demonstrated work history in the Aged or Disability sectors
- Understanding of Aged Care Quality Standards
- Experience or knowledge of CHSP (Commonwealth Home Support Programs) or HACC (Home and Community Care Program) and the Support at Home model
- Familiarity with Victoria's Service Coordination Framework
- Proficiency in relevant computer systems for client management, referrals and record-keeping
- Experience in casework or service coordination is desirable

### Personal Qualities & Behaviours

- You take a person-centred, empathetic approach to client care and support
- You're skilled at managing your time and workload effectively
- You enjoy being part of a supportive team and have great communication skills
- You have a high level of professionalism and take pride in doing meaningful work that has a positive impact on people's lives.

### Mandatory Compliance Documents Required for this position

- Clear 'Police Check', within the last twelve months
- Current Working with Children Check card
- [Motor Vehicle Drivers Licence (valid in Victoria)
- Must satisfy all visa requirements for working in Australia.

## KEY RELATIONSHIPS

### Department

Aged and Disability

### Reports to

Aged Care Services Coordinator

### External

## KEY SYSTEM AND EQUIPMENT USAGE

- Microsoft Windows Office Suite
- Goldcare
- My Aged Care Portal

## ADDITIONAL INFORMATION

### Work Health & Safety

All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.

Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect

**ADDITIONAL INFORMATION**

	their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>COVID-19 Mandatory Vaccination</b>	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisations Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.