

# Better Connected Community Services Inc.

## POSITION DESCRIPTION Home Maintenance Officer

Position Title: Home Maintenance Officer		
<b>Classification:</b> Schads level 4 paypoint1	<b>Appointment status:</b> 30 Hours Part time  <i>This position and the current hours of employment are dependent upon continued and adequate funding from the relevant sources.</i>	4 days a week
<b>Reports to:</b> Operations Manager Branch Manager	<b>Direct reports:</b> Contractors	
<b>Key purpose:</b> <ul style="list-style-type: none"> <li>• To administer and support the function of a database/spread sheet that organises the Home Maintenance program.</li> <li>• To create and maintain a voucher system for client services in lawn mowing.</li> <li>• To respond to telephone, oral and written requests for information.</li> <li>• To organise and work within the My Aged Care system for client referrals.</li> <li>• To support disability clients in the Home Maintenance program and process accounts to the related department.</li> <li>• Assist in processing accounts to accounts department on all home maintenance provided.</li> <li>• To review costs and keep accurate records on client contribution and program expenses.</li> <li>• To support and provide relative details to all contractors on service delivery in the home maintenance program.</li> <li>• To ensure that service provision is effective and efficient, by supporting a review and quality assurance process.</li> <li>• To recruit and interview the Home Maintenance contractors.</li> <li>• Prioritise workload and commit to time management.</li> <li>• To keep accurate contractor details, records, insurance, police checks and contract details.</li> <li>• Review and complete a regular audit of compliance on the lawn and garden service.</li> <li>• Update all database systems including gardening spread sheet and data collection.</li> <li>• Receipt and record client fees and donations as necessary.</li> <li>• Handle sensitive enquiries with tact and discretion and being sensitive to the needs of people from ATSI and CALD.</li> <li>• Communicate with staff, contractors, volunteers and clients in a professional and appropriate manner ensuring respect, dignity and confidentiality.</li> <li>• Mail collection and distribution when requested.</li> <li>• Record expenses reimbursed from the petty cash when requested.</li> <li>• Participate in development and review of Policies and Procedures related to Home Maintenance.</li> </ul>		

- To undertake other tasks as required that are relevant to this position.

**Capability requirements:**

- Comprehensive Knowledge of organisation policies and activities.
- Knowledge of the Disability and Aged Care Quality standards.
- Demonstrated experience in working with aged people, people with disability and carers.
- Associate Diploma qualifications in an appropriate discipline or less formal qualifications with specialized skills sufficient to perform at this level.
- Experience in conducting service provision set up and service plan.
- Demonstrated experience in supervising staff/ contractors or brokage services
- Excellent communication skills both written and verbal.
- Ability to work unsupervised
- Valid Driver’s License
- Advance computer skills relevant to the position
- An understanding and commitment to WHS

**Duties and accountabilities**

Duties	Key Accountabilities
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Ensure that service provision is effective and efficient on a day to day basis in line with policy and procedures.</li> <li>• Ensure services are provided in a non-discriminatory manner based on age, religion, ethnicity, colour, sexual preference, disability, race, political standing or personality.</li> <li>• Client service provision, reassessments and continuation of service is provided.</li> <li>• To provide services that is sensitive to the needs of people from CALD background or people with special needs.</li> <li>• To support clients and carers to participate in the service provided in order to maximise their satisfaction.</li> <li>• Inform clients and carers of any changes in service delivery or contractor.</li> <li>• Regular communication with clients.</li> <li>• Handling client issues and identifying major issues to branch managers .</li> </ul>
<p><b>Human Resources</b></p>	<ul style="list-style-type: none"> <li>• To support contractors including orientation and work commencement direction.</li> <li>• Develop responsive people management skills.</li> <li>• To ensure contractors are provided with information and training on policies and procedures that relate to the services they are providing.</li> <li>• Attend Management and Staff meetings.</li> </ul>

<b>Policy</b>	<ul style="list-style-type: none"> <li>• Ensure the policies and procedures are adhered to in all activities.</li> <li>• Participate in WHS consultation processes.</li> <li>• Implement WHS policies and procedures in conjunction with the Branch Manager.</li> <li>• Report incidents and risks to Branch Managers.</li> <li>• Participate in the Continuous Improvement process.</li> <li>• Maintain complaint process in line with policy and procedures.</li> <li>• The CEO or Branch Manager, if the need arises, may request from time to time, for the employee to perform related extra duties, which in the employer's considered opinion you are capable of and trained to carry out.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Assist with maintaining appropriate procedures for collection of vouchers and admin of financial matters in conjunction with the Financial Manager .</li> <li>• Ensure that projects operate within budgets.</li> </ul>
<b>Service Development</b>	<ul style="list-style-type: none"> <li>• Support clients and carers with planning for future service provision by maintaining regular phone contact and home visits, providing written and verbal information.</li> <li>• Participate in external networking (eg interagencies) as needed.</li> <li>• Complete quality reviews on works completed by contractors</li> </ul>
<b>Administration Resources</b> and	<ul style="list-style-type: none"> <li>• Collect program statistics as requested and submit to Branch Manager.</li> <li>• Maintain appropriate and confidential records for clients and contractors which comply with privacy legislation.</li> <li>• Assist with updating all information about the organisation including client and volunteer handbooks, brochures, newsletters etc.</li> <li>• Admin tasks and reporting as requested by the CEO or Branch Managers.</li> </ul>

**Signatures:**

**FOR THE EMPLOYER:**

Name in full (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Position: \_\_\_\_\_

**FOR THE EMPLOYEE:**

Name in full (printed): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_