



Position Description

Position:	Client Services Officer - Linen		
Directorate:	Community, Culture and Leisure	Unit:	Community Life
Classification:	E (E-4)	Hours of work:	20 hours, 9am – 2pm Monday – Thursday.
Location:	Dougherty Community Centre, Chatswood	Special Requirements:	Contract to 31 October 2022
Reports to:	At Home with Willoughby Coordinator	Date Created:	August 2020

Background

Willoughby City has an enviable reputation as a 'city with everything'. It is rich in history, has a mix of low and high rise residential development and is a major retail and commercial centre. In addition, it has beautiful waterways and foreshores, bushland reserves and sporting facilities, several community centres and one of the busiest central libraries in New South Wales.

The Community Life Business Unit exists within the Community Culture and Leisure Directorate to build resilience through community development initiatives that enable Willoughby residents to celebrate an inclusive and vibrant life. Willoughby Council has been a leader for many years in the field of creating community cohesion. This is reflected in its strong support of community and cultural services within the area.

The Dougherty Community Centre (DCC) is Council's primary community facility providing services to all people of all ages within the general community. The DCC provides accommodation for a wide variety of activities and At Home with Willoughby (AHWW) services including Meal on Wheels and Community Aid. DCC Food Services operates an on-site community café and function catering, and the DCC Front of House handles the centre's venue hire, events, marketing and promotion. The DCC also hosts over 250 volunteers involved in the range of programs.

At Home with Willoughby (AHWW) is based at the DCC and is a Commonwealth Home Support Programme (CHSP) funded project under the auspice of the Willoughby City Council. AHWW provides Meals on Wheels, a Linen Service, Information and Advocacy and a choice of social activities designed to engage the older people in the community, including people from diverse backgrounds, to actively participate in community life and reduce social isolation. These services are designed to meet the needs of the older people, people with disability and carers and the socially and economically disadvantaged in the Willoughby local government area (LGA).

Purpose of Position

To organise, operate and maintain the day to day running of the AHWW Linen Service to support ageing in place for older people and inclusive practices and support for people with disability. To assist with the delivery of other AHWW services as required.

Responsibility for overseeing volunteer administration for AHWW services.

Duties & Responsibilities:

- Assist to develop, implement and evaluate community support strategies and services for AHWW target groups to improve social inclusion, wellbeing and enablement.
- Ongoing contact with clients to ensure quality of services and to review client information and requirements utilising reassessment instruments.
- Maintenance of accurate client records and reporting in client management system in accordance with Home Care Standards and AHWW policies and procedures.
- Approve services for monthly invoicing of client fees in conjunction with AHWW accounting procedures.
- Orientation, rostering and ongoing supervision of volunteers for AHWW services.
- Maintenance of accurate inventory of stocks.
- Liaison with the Coordinator on the operation of the service.
- Flexibility in approach, able to support other AHWW services as directed by the Coordinator.
- To assist volunteers in direct service delivery across AHWW services as necessary
- Responsibility for coordinating and overseeing AHWW volunteer administration

Key Challenges

- Implementation and development of Linen Service; growth of the Linen Service to reach greater numbers of clients in Willoughby LGA. To ensure Linen Service is above funded outputs.
- Recruitment and onboarding of volunteers.
- To ensure that the volunteer roster is maintained to ensure efficient and effective service delivery.

Knowledge, Experience and Skills

- Tertiary qualifications and/or experience working in community service sector
- Experience in the delivery and maintenance of community service programs within the aged and disability community support sector, with an understanding of inclusive practices and programming to improve wellbeing and re-ablement.
- Proven experience working with volunteers and an ability to understand and resolve issues involving a volunteer team
- Experience developing programs to reduce social isolation amongst older adults, with a focus on improving wellbeing and re-ablement

- Good computer literacy, accurate data entry skills and sound experience working with MS Word, Excel and client management systems
- Demonstrated time management and organisational skills, with a sound ability to prioritise and to meet deadlines
- Effective communication and interpersonal skills and an understanding and commitment to the provision of excellent customer service
- Ability to work as an effective member of a team, willingness to support colleagues across all AHW services
- Current NSW Drivers Licence
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

Desirable Criteria

- Knowledge of Commonwealth Home Support Program and/or NSW Government Community Care Support Services programs
- First Aid Certificate

Contacts Arising from the Position:

Internal

- Staff from the Community Life Unit
- Staff from the Community, Culture and Life Directorate
- Staff from other Council Directorates when necessary






External

- Residents of Willoughby LGA and surrounding areas
- Community groups
- Government departments
- Commercial enterprises
- Business groups
- Peak NGOs
- Other councils

Our Corporate Direction and Values:

At Willoughby City Council all employees are to observe and commit to our Corporate Direction and Values

Inspired People Inspired Performance
<ul style="list-style-type: none"> • Serve our community well • Enhance our environment • Facilitate the economy • Wisely advise decision makers
To be a human centred, high performing team

Our aspirations				
 LEAD	 LEARN	 CARE	 SHARE	 DELIVER
<ul style="list-style-type: none"> • Take personal responsibility • Plan for impacts and partner to solve • Help and support others to grow; model behaviour • Demonstrate ethical behaviour and leadership 	<ul style="list-style-type: none"> • Create and take opportunities to learn and grow • Seek advice and ideas to make wise decisions for now, and the future • Experiment and innovate to solve issues; try new things; learn from failures • Step up to challenges; own and solve your problem 	<ul style="list-style-type: none"> • Care for our communities and the environment • Welcome and include; ensure safety for all • Respect and recognise others and their achievements; listen • Exercise thoughtful and wise compassion 	<ul style="list-style-type: none"> • Team up and share our common purpose and path • Share and celebrate knowledge, experience, ideas and success • Communicate in a respectful way and provide honest feedback • Be clear in direction and expectations, including behaviours 	<ul style="list-style-type: none"> • Deliver the outcomes sought by the community and for the environment • Make a difference; add value • Provide appropriate, quality works and service • Provide the right resources and culture to deliver

Organisational Responsibilities:

All employees have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of Council's Code of Conduct. A copy of the Code is provided at formal induction and is available on Council's intranet under "**Human Resources**".
2. Fulfilling all work health and safety responsibilities as outlined in the Work Health and Safety Policy, which is provided to all staff at induction and available on Council's intranet under Human Resources – Policies and Procedure.
3. Providing commitment to Council's Sustainability Charter and applying the principles of sustainability to all work practices.
4. Complying with Council's Contractor Management System when engaging contractors.
5. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
6. Understanding and undertaking all work in accordance with relevant Council policies and procedures. [Council's policies and procedures may be varied, changed or revoked by Council at any time].