



Supporting our community on all sides

# Program Support Officer – Transport Service

<b>Position:</b>	Program Support Officer – Transport Service
<b>Service:</b>	Transport Service - Aged Care Services
<b>Status:</b>	Permanent, Full Time
<b>Hours:</b>	Monday to Friday 7.6 hours/day
<b>Responsible to:</b>	Coordinator, Transport Team
<b>Classification:</b>	Social, Community, Home Care and Disability Services Award, HCW Level 4
<b>Location:</b>	180 Jubilee Tce Bardon

## Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community.

We currently provide Aged Care Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, Disability Services, Primary Health Network Services, Neighbourhood Centres, Social & Multicultural Support and Community Spaces. Communityfy Queensland is also a registered provider of National Disability Insurance Scheme [NDIS] Supports.

## Service Profile

The Transport Team Provide transport to people who are frail aged or have mental health or physical disabilities and their carers to assist them to remain living at home independently. We offer a range of services from entry level to high level packages of care. We are government funded to deliver high quality, inclusive services.

## Position Objective

The Transport Program Support Officer is responsible for providing administrative support in order to ensure that services are provided in an effective and efficient manner; present an appropriate image for the organisation; provide information and referrals regarding other relevant support services; and deal competently with the people and problems encountered.

The Program Support Officer is required to supervise the service when the Coordinator is on leave.

## **Role Specific Tasks**

### **Administrative**

Under the direction of, and in consultation with the Transport Facilitator:

- Maintain administrative and client records as required by Communify.
- Prioritise jobs in line with client's needs and Service priorities whilst conforming to Communify Qld Policies and Procedures.
- Book and schedule volunteers and staff and undertake supervision of workers when Facilitator is on leave.
- Take phone calls appropriately and direct all messages accordingly using exemplary customer service skills.
- Develop and maintain a cooperative working relationship with all relevant stakeholders, families and carers.
- Respond to enquiries about transport services and establish client eligibility for the services as per the service guidelines and eligibility criteria referring to appropriate services where required.
- Provide accurate and timely information for the preparation and submission of Monthly, Quarterly and Annual Reports as directed by Facilitator.
- Draft and type letters and assist in writing and presenting reports when requested.
- Appropriately process incoming and outgoing mail, and keep the Service Co-ordinator and Transport team informed of priorities and developments.
- Attend meetings/forums as requested and when required, take notes to share information with the team.
- Ensure your office environment and other areas on site (as directed) are kept clean and tidy at all times.
- Inform staff and volunteers of the correct procedures regarding client communication, record keeping and the Communify Qld requirements to adhere to the principles of Workplace Health and Safety (WH&S).
- Keep volunteer and staff files up to date as per the Guidelines from the respective funding bodies and share updates with other staff.
- Other administrative tasks as directed by the Service Facilitator.
- Assist in management of client accounts.

### **Community Information and Service Management**

In conjunction with other Communify and service staff:

- Establish and maintain appropriate networks with, and accurate records of other service organisations, support workers and volunteers.

### **Team Contribution and Professional Development**

- Be an effective team member by attending staff meetings called by the Transport Team and to contribute to these meetings through sharing observations and new ideas.
- Attend training where provided and constantly develop and expand professional and personal skills to meet the growing demands of the Service.
- Share knowledge and experience with colleagues in a supportive learning environment.
- Present and maintain a positive attitude of Communify Qld in a professional manner in keeping with the promotional development of Communify.
- Drive clients when there are no other available options.

### **Quality Assurance**

- Provide a high quality of service in accordance with Communify Qld's philosophy.
- Contribute to a high level of achievement and continuous improvement.

- Be open to new ideas and initiatives under the guidance of Facilitator and directed by reforms and guidelines from relevant funding bodies.

## **Key Selection Criteria**

### **Knowledge and Skills**

- Effective communications skills, written and verbal.
- Analytical, problem solving and decision making skills.
- High level Customer Service skill knowledge and ability.
- Stress and time management skills.
- An understanding of general office policies and procedures, and relevant legislation.
- Capacity to manage and implement the procedural methods applied to properly administer in home services.
- Capacity to understand the needs and issues of the dedicated client group and apply appropriate communication.
- Capacity to schedule appointments that are in the best interests of both the client and the organisation using strategies to make the service efficient and cost effective.
- Ability to work in a busy multi-faceted service that works collaboratively with the other aged care services and the broader Communitify suite of services to deliver high quality support to our client groups.

### **Work Experience**

- Proven efficient and effective office administration skills and the ability to effectively use a range of computer applications specifically Microsoft Office.
- Proven ability to use CRM software including but not limited to Procura.

### **Work Experience**

- Ability to use initiative in responding to the immediate needs of clients, their families, carers, and the general public, including MAC referrals, internal or external service referrals, to assist in holistic care of Communitify clients.
- Demonstrated customer service skills always maintaining appropriate standards to ensure the highest customer satisfaction and experience with Communitify services.
- Effective communication, interpersonal, self-management and organisational skills, and ability to work within a busy, multi-functioning professional team.
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace.
- Demonstrated ability to maintain networks and work collaboratively with a variety of stakeholders including families, community agencies and government departments.
- Demonstrated commitment to ongoing professional development.

## **Physical Requirements**

The Program Support Officer will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. You may also have to do some light lifting of supplies and materials from time to time.

## **Mandatory Requirements**

A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

### **Workplace Health & Safety**

- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the CommuniQld Health & Safety policies manual.
- Responsibility for monitoring and improving the safety of the work area by identifying hazards, making recommendations and participating in the resolution of safety issues.
- Take responsibility for the designated cleaning and maintenance tasks within the office.
- Perform general duties associated within the operation of the workplace to maintain a hygienic and safe workplace
- Report and document incidents according to the various systems including ConnX and Procura.

### **Accountability and Extent of Authority**

- Plan, prioritise and organise own workload. Review existing procedures with the Facilitator and contribute to project improvements and efficiencies. Share suggestions and ideas with the Management Team regarding the improvement of work flow.
- Support and assist staff and volunteers, supervising them when Facilitator is away on leave.
- Receives instructions from the Transport Facilitator on the broader aspects and directions of the service.
- Works independently within the defined and established practices of CommuniQld.

### **Diversity and Inclusion**

CommuniQld pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

CommuniQld is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



### **Declaration**

I agree that I have read, and understand the position description details above.

**Name**

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**Signature**

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**Date**

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