

POSITION DESCRIPTION

POSITION TITLE:	Program Support Officer
CLASSIFICATION:	Level 5 St John of God Health Care (NSW Hospitals) Health Professionals and Support Services Enterprise Agreement
REPORTS TO:	Service Manager
PERFORMANCE AND DEVELOPMENT PLAN:	<i>Conducted during the first 3 months from the time of commencement and in accordance with the Performance Review and Development Policy. This Position Description shall be considered at the time of conducting your Performance and Development Plan.</i>

ST JOHN OF GOD HEALTH CARE MISSION AND VALUES

Our vision is to bring healing to people through services that are caring, comforting and affirming and give them a reason to hope and a greater sense of their own dignity.

Our organisational culture reflects our values of Hospitality, Compassion, Respect, Justice and Excellence.

Importantly because the whole of the organisation is concerned with caring for or supporting people, those associated with the provision of services, at all levels, are considered to be "Caregivers".

Caregivers are expected to uphold the five values, treating each other and those they serve with respect and dignity in support of our vision.

Each Caregiver is responsible for furthering the Mission of St John of God Health Care.

1. PURPOSE OF POSITION

To support the Casa Venegas Service Manager and Social Outreach (SO) Director to deliver the implementation of the Casa Venegas Service Plan. The position will undertake high level administrative support including assistance with research, reporting, and project support.

2. POSITION REQUIREMENTS

2.1 Mission

- Capacity to understand and willingness to support and promote the Mission and Values of St John of God Health Care.

- Commitment to organisation's service ethos through the provision of excellent service.
- Caregivers are required to act in accordance with the standards of behaviour outlined in the SJGHC Code of Conduct document.

2.2 Tasks and Responsibilities

- Support the implementation of the Casa Venegas Service Plan and the development of the new SOA 5-year strategy.
- Provide support to the leadership team with the review, development and/or expansion of the existing SJGHC Casa Venegas Service.
- In consultation with the Service Manager and Social Outreach Director, assist with evaluation/research, data collection, management of service policies, procedures and processes documentation.
- Develop and capture KPIs related to Casa Venegas performance benchmarks and client outcomes.
- Assist with projects for the development of the Casa Venegas program.
- Manage the Outcome Star program and associated reporting for the service.
- Manage OHS reporting for Casa Venegas.
- Deliver administration support for the Casa Venegas team and the Service Manager.
- Work with the Service Manager to create and implement all office management systems.
- Provide support in administration of Casa Venegas properties including development and maintenance of asset register, coordinating contractors to ensure properties are well-maintained, liaising with Department of Housing, and all leasing documentation.
- Support Team Leader and Service Manager in managing budget for Casa Venegas.
- Participate in Team Meetings, including minute taking.
- Provide administration support as needed from time to time for the Service Manager and SO Director, including management of travel and financial reports and follow-up.

All other reasonable duties as directed by Service Manager/SO Director.

3. Team Work

- Participate as a valued team member promoting and contributing to a supportive team environment.

4. Communication

- Communicate effectively with all caregivers and other stakeholders using the appropriate channels, utilising appropriate formal and informal channels of communication.

5. Quality and Risk

- Participate in, contribute to and implement quality improvement and risk management into all aspects of service.

6. Occupational Health and Safety

- Adhere to all applicable St John of God Health Care policies and guidelines.
- Take reasonable care of themselves and others.
- Not to interfere, bypass or misuse any system or equipment provided for health, safety and welfare purposes.
- Take all actions to avoid, eliminate or minimize hazards.
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work.
- Report all incidents / hazards / injuries.
- Assist in completion of incidents / hazards / injuries reports.
- Participate in the documentation of Risk Assessments and Standard Operating Procedures for activities that could pose a OHS risk.
- Raise OHS issues with appropriate caregivers and take part in OHS consultative arrangements.
- Use Personal Protective Equipment as required and directed.
- Attend all mandatory and recommended OHS training as scheduled by Group Services.
- Promote a positive safety culture within their areas by demonstrating a positive commitment to OHS.

7. Child Safety Standards

- Ensure that Child Safe practices are inherent in working with children and young people in all areas of service delivery, including on and off location.
- Ensure that children are aware of their rights to a safe and abuse free environment and are aware of how to report any concerns.
- Immediately report any suspected, observed or disclosed abuse in line with the reporting processes, to line manager with view to it being reported to relevant protective authority.
- Work with children / young people in a way that is respectful and appropriate to any cultural / diverse background and ensure a safe environment is in place.

8. Environment

- The caregiver, recognising St John of God Health Care's commitment to responsible environmental stewardship, will support the organisational environmental goals in performance of all duties.

SELECTION CRITERIA

Essential

- Ability to work within and contribute to the Mission/Values of St John of God Health Care.
- Diploma or Degree related to Mental Health, Social Sciences, or Community Work.
- Demonstrated experience in report writing, research, analysis and preparation.
- Ability to work autonomously, as well as work cohesively within a small team.
- Excellent communication and interpersonal skills.
- High level computing skills including high level competency in Microsoft Office Suite, particularly in word and excel.
- Demonstrated experience working with high level budgets and accounting.
- Excellent administrative organisational skills with exceptional attention to detail.
- Demonstrated ability to communicate effectively with and understand the needs of individuals with complex mental health issues.
- Adhere to pre-employment immunisation policy and possession of a current:
 - NSW Driver's Licence
 - Police Clearance

Desirable

- 5 years working within leadership teams.
- Understanding of and experience working within the Recovery Framework.
- Formal training in accounting or book-keeping.