

**Aged and Disability Services Administration Officer
Part Time
(Fixed Term until 30 June 2019)**

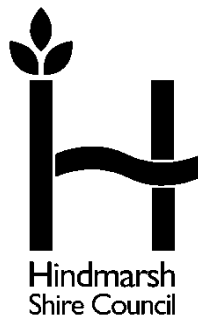
Thank you for your interest in applying for the position of Aged and Disability Services Administration Officer with Hindmarsh Shire Council.

Please find enclosed an information package for the position. The package includes the following documents:

- Employment Details
- Benefits of working with Hindmarsh Shire Council
- Position Description
- Key selection criteria
- Details on applying for a position with Hindmarsh Shire Council

For general details of the Council, please refer to the following website:
www.hindmarsh.vic.gov.au.

For further information about the position or duties involved, please contact Christa Farinha, Human Resources & Payroll Coordinator, on (03) 5391 4444 or hr@hindmarsh.vic.gov.au.



Opportunity this way...

Hindmarsh Shire is a vibrant and progressive rural council, rich in history, natural wonders and a strong community spirit.

Our Hindmarsh community enjoys excellent recreational assets, sporting clubs, modern hospitals and first-rate educational facilities. Our region is renowned for its peace and quiet, fresh country air, neighbourly spirit and open spaces. There is plenty to see and do in Hindmarsh, with something on offer for everyone.

At Hindmarsh Shire Council, we offer a rewarding career, with excellent working conditions and a positive team-focused culture.

We're a dedicated workforce, proud to deliver a huge array of services to our local community and striving to make a difference.

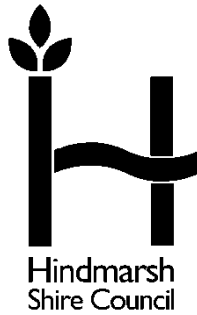
As we provide a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities cover a wide range of roles including Administration, Community Development, Customer Service, Engineering, Finance, Home Care, Human Resources, Information Technology, Works Team, Town Maintenance, and Management.

We are widely recognised as an Employer of Choice: we are committed to providing professional development opportunities, family friendly policies, and a safe workplace environment for our motivated and enthusiastic employees.

Some of the benefits of working at Hindmarsh Shire Council include:

- Above Award pay rates
- Annual pay increases via Enterprise Agreement
- Commitment to work-life balance
- Annual Leave Loading
- Employee Assistance Program
- Active Social Club
- Salary Sacrifice opportunities for superannuation
- Rates deductions via payroll for employees owning a property in the Shire
- Ability to purchase additional annual leave via Enterprise Agreement
- Car parking
- Volunteer Leave

Take the opportunity to join our team at Hindmarsh Shire.



Benefits of working with the Hindmarsh Shire Council

Working at the Hindmarsh Shire, you will be rewarded with an attractive salary, employee assistance program, union deductions and / or rates from fortnightly pays and superannuation salary sacrifice.

As the Council provides a diverse range of services to the Dimboola, Jeparit, Nhill, Rainbow and surrounding communities, employment opportunities can vary from Administration, Engineering, Home Care and Management.

Enterprise Bargaining Agreement:

Our enterprise bargaining agreement means staff are able to work their way through banding by undertaking annual performance reviews, while also receiving an annual pay increase after July each year.

Employee Assistance Program:

Our employee assistance program (EAP) means staff have access to counsellors. Hindmarsh Shire Council value staff and their contributions, if staff are having difficulties at work or home we offer access to an independent Counselor.

Union Membership:

Union membership deductions are able to be made through fortnightly pays.

Rates:

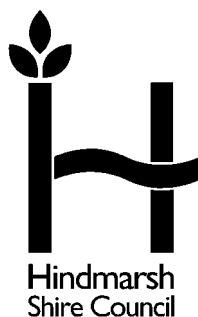
Employees living and owning a property in the Hindmarsh Shire have the option of rates deductions through their fortnightly pays.

Salary Sacrifice:

Employee options for salary sacrifice into Superannuation.

**Employment Details for the Position of:
Aged and Disability Services Administration Officer
Part Time
(Fixed Term until 30 June 2019)**

<u>Status:</u>	Part Time.
<u>Location:</u>	The position will be based at the Hindmarsh Shire Council, 92 Nelson Street, Nhill.
<u>Award:</u>	Victorian Local Authorities Award 2001.
<u>Enterprise Agreement:</u>	Hindmarsh Shire Council Enterprise Agreement No 8, 2016.
<u>Classification:</u>	Band 4
<u>Salary:</u>	\$58,044 pro rata per annum, plus Superannuation compliant with Government requirements.
<u>Superannuation:</u>	Council will contribute the compliant percentage of salary to a complying superannuation fund nominated by the employee. If an employee fails to nominate a complying fund the council will make the contributions to the Local Authorities Superannuation Fund, known as Vision Super.
<u>Hours:</u>	72 hours per fortnight, with a 30 minute lunch break, Monday to Friday.
<u>Qualifying Period:</u>	This position is subject to an initial six (6) month qualifying period.
<u>Annual Leave:</u>	Four (4) weeks annual leave pro rata per annum plus 17.5% leave loading.
<u>Sick Leave:</u>	Twelve (12) days sick leave pro rata per annum.
<u>Long Service Leave:</u>	Three (3) months after ten (10) years of service. Eligible Employees are able to access their Long Service Leave (LSL) entitlements pro-rata after seven (7) years continuous service. LSL may be subjected to portability arrangements for Local Government employees in certain circumstances.
<u>Pre-Employment Medical:</u>	It is a condition of employment that appointees must undertake a pre-employment medical examination at the Council's cost. A medical provider must certify that the successful applicant is capable of carrying out the physical demands of the position.
<u>Police Check:</u>	It is a condition of employment that appointees must undertake a police check prior to commencement of work.



HINDMARSH SHIRE COUNCIL

POSITION DESCRIPTION

1. **POSITION IDENTIFICATION:**

Position: Aged & Disability Services Administration Officer
Department: Corporate & Community Development
Starting Point/Location: Nhill
Classification: Band 4 per the Victorian Local Authorities Award 2001 and Hindmarsh Shire Council Enterprise Agreement.
Employment Type: Part Time
(Fixed Term until 30 June 2019 with possibility of extension)

2. **CURRENCY:**

Date Approved: 12 October 2017

Name of Occupant: Vacant

Signature: ----- **Date**-----

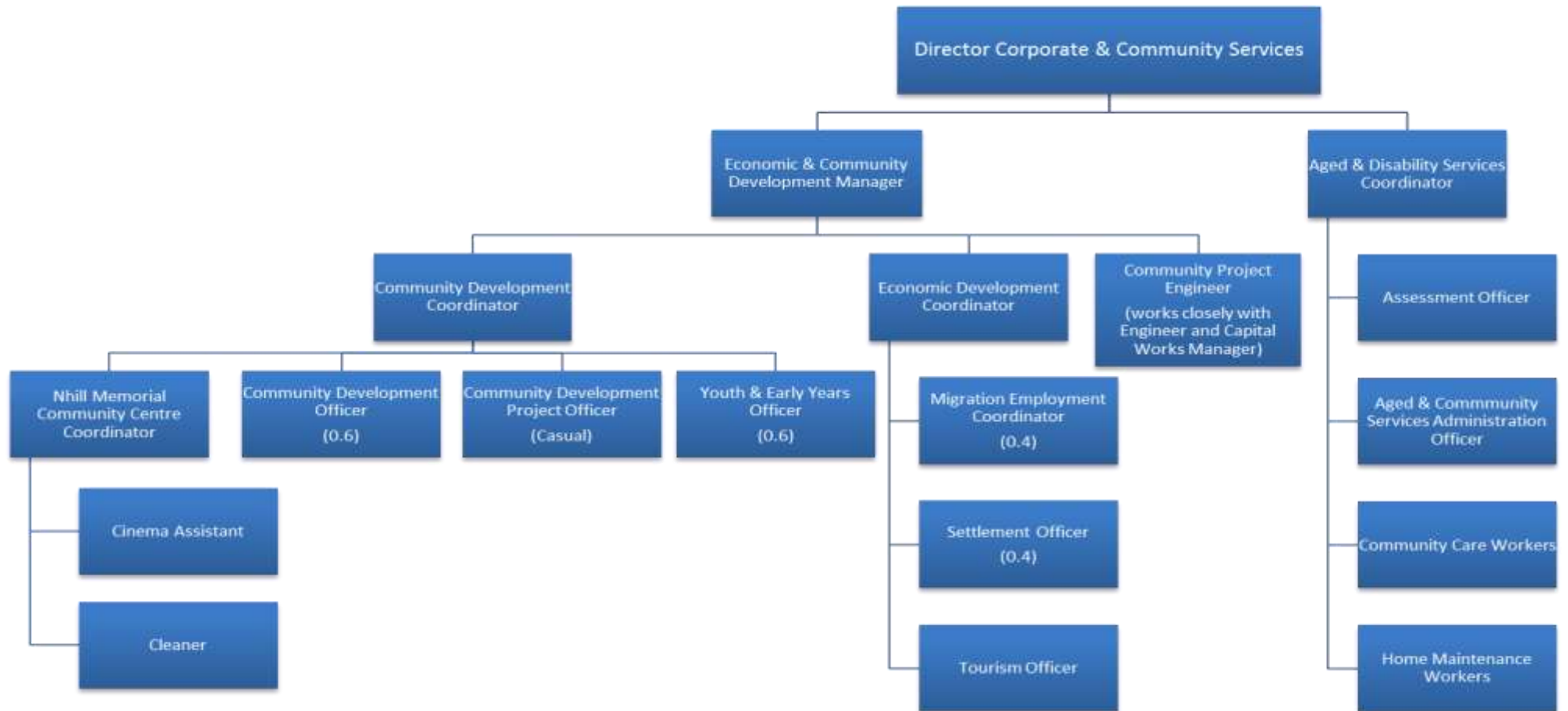
Prepared By: Sally Hawker **Date** 11 October 2017

Approved By: Anne Champness **Date** 12 October 2017

H.R Approved: Christa Farinha **Date** 12 October 2017

Version:
1.1 April 2017
1.2 October 2017

DEPARTMENT STRUCTURE:



3. POSITION OBJECTIVES:

The objectives of the position are to:

- Undertake administrative support to Council's Aged & Disability Services department to maximise the chance of residents being able to remain living independently at home in their community.
- To work effectively as a team member providing administrative support.

4. KEY RESPONSIBILITIES AREAS:

The position is directly accountable to the Aged & Disability Services Coordinator for the following Key Responsibility Areas:

4.1 Administration

- Maintain staff roster changes in HACCPAC database.
- Create new staff rosters in HACCPAC fortnightly.
- Maintain data in HACCPAC ie. New codes and price changes.
- Be responsible for the monthly checking of account client and agency data before processing.
- Process accounts for external agencies VIC HACCPYP and CHSP. When necessary follow up account enquires.
- Process the staff rosters for payroll using the HACC PAC Mobile system.
- Input client notes as directed by Assessment Officer or Aged & Disability Services Coordinator.
- Attend to administrative matters regarding Meals on Wheels and Volunteer Coordination in consultation with the Aged & Disability Services Coordinator.
- Administer the Community Taxi Program in Nhill and Rainbow including maintaining volunteer driver lists.
- Collate and provide information on Aged & Disability Services to clients, staff and other interested external sources including development and circulation of information for Community Care Staff and clients.
- Assist with the planning and facilitation of Seniors Week annually.
- Assist with the planning and facilitation of National Volunteers Week Annually.
- Maintain training records for Aged & Disability Services staff assist with the administrative tasks associated with the facilitation of training when required.
- To monitor and accept referrals to Hindmarsh Shire Councils CHSP through the My Aged Care Service Provider Portal from My Aged Care Regional Assessment Services and implement services as directed by the referrer.
- Other duties as directed that are within the skills and abilities of the incumbent.

4.2 Assistance with the Aged & Disability Service

- Assist with maintaining operational policies and procedures.
- Assist the Aged & Disability Services Coordinator with long term planning and service development.

4.3 Assistance of Aged & Disability Staff

- Comply with Council policies on OH&S and Agreements to ensure a safe working environment in consultation with the Aged & Disability Services Coordinator.
- Comply with Council policies on EEO and privacy.

4.4 Maintain linkages with appropriate local service providers

- Liaise with appropriate service providers to coordinate Agency client care of non-funded related clients which may include the facilitation of care management meetings.
- Attend relevant information sessions.
- Abide by local protocols of service provision.

4.5 Corporate Responsibilities

- Responsible for creating full and accurate records of activities and decisions for reporting and auditing purposes, whilst observing records management procedures in accordance with standards laid out in the Record Management policy.
- Contribute to the continuous improvement and productivity of the organisations operations.

5. ORGANISATIONAL RELATIONSHIPS:

Reports to: Aged & Disability Services Coordinator

Supervises: Nil

Internal Contacts: Assessment Officer, Customer Services Officers

External Contacts: Clients and family members

6. OCCUPATIONAL HEALTH AND SAFETY:

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public. Whilst at work, an employee must:

- Take reasonable care for their own health and safety.
- Notify their Manager of their inability to carry out any physical task that is outside their capability.
- Take reasonable care for the health and safety of people who may be affected by the employee's acts or omissions in the workplace.
- Co-operate with respect to any action taken by Council to establish and maintain occupational health and safety systems and procedures, including the completion of Job Safety Analysis (JSA).
- Complete Accident, Hazard and Near Miss Reports in a timely manner.
- Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety.
- Use protective equipment or clothing provided by Council at all required times.
- Immediately notify their Manager in the event of any injury, near miss, damaged equipment or other workplace hazard.
- Actively participate in Council safety programs.

7. RISK MANAGEMENT:

Whilst at work, an employee must:

- 7.1 Contribute to making Hindmarsh Shire as risk free as possible for all employees, residents and visitors.
- 7.2 Take all reasonable action to protect Council assets from damage and or loss.
- 7.3 Perform all duties in a manner that ensures personal health and safety, and that of others in the workplace and the general public.

8. ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- 8.1 The Aged & Disability Services Administration Officer is directly accountable to the Aged & Disability Services Coordinator for providing efficient and effective administration within the Aged & Disability Services Department.

9. JUDGEMENT AND DECISION MAKING:

- 9.1 Work activities are clearly defined.
- 9.2 Guidance and advice is always available within time to make a choice.

10. SPECIALIST KNOWLEDGE AND SKILLS:

Essential

- 10.1 A demonstrated awareness and understanding of issues confronting the Aged and people with Disabilities.
- 10.2 Knowledge of other relevant community support agencies and service providers.
- 10.3 Current Driver's License.
- 10.4 Ability to work under limited supervision.
- 10.5 Ability to work as a member of a team.
- 10.6 Computer literate including usage of Microsoft Word, Excel, Internet and Email.

Desirable

- 10.7 A demonstrated knowledge, practical application and coordination skills of the Home and Community Care Program.
- 10.8 A demonstrated ability in the general management of the Commonwealth Home Support Program and the Home and Community Care Program for Younger People.
- 10.9 Knowledge of and practical application with HACCPAC.

11. MANAGEMENT SKILLS:

- 11.1 Skills in managing time, planning and organizing own work.

12. INTER-PERSONAL SKILLS:

- 12.1 Sound oral and written communication skills.
- 12.2 Communication other employees including the Aged & Disability Unit.
- 12.3 Ability to communicate effectively and empathically with frail aged clients and clients with disabilities.

13. QUALIFICATIONS AND EXPERIENCE:

Essential

13.1 Experience in Customer Service and / or administration.

13.2 Current driver's license.

Desirable

13.3 Extensive experience in working with older people and people with disabilities in a home or community setting.

13.4 Experience in the provision of aged care or a community program.

14. KEY SELECTION CRITERIA:

14.1 Ability to maintain privacy and confidentiality.

14.2 Minimum one year in Customer Services and / or administration.

14.3 Demonstrated experience communicating with frail aged clients and clients with disabilities.

14.4 Demonstrated use and competency in the Microsoft Office Suite Package.

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Applying for a position with Hindmarsh Shire Council

This guide has been designed to assist you in applying for a position with the Hindmarsh Shire Council. It will provide you with some tips and ideas for ensuring that your application and your interview are high quality and relevant.

How to Apply

The primary function of an application is to provide sufficient information about your education, work history and experiences to allow the Selection Panel to decide whether you should be interviewed for the positions.

Applicants should prepare the following information:

- 17 A covering letter
- 18 A separate attachment addressing the Key Selection Criteria
- 19 A current resume

Addressing the Key Selection Criteria

Applicants are required to address the Key Selection Criteria referred to in the Position Description (PD). Selection Criteria are used in the PD to describe the skills, knowledge, qualities, abilities, experience and qualifications needed to successfully undertake the role.

Addressing the Key Selection Criteria should be written as a separate document and submitted together with your resume and brief covering letter.

Do: Read the Position Description.
Note the closing date for applications (late applications will not be considered).
Address the Key Selection Criteria in your application and detail how your skills, abilities, experience and qualifications meet these criteria.
Ensure you provide a telephone contact number in your application.

Don't: Assume that the Selection Panel knows anything about you
Submit a generic application
Attach original certificates or references (please send photocopies only as they will not be returned)
Don't be deterred if you do not obtain an interview. Consider why you may have not been chosen and then, if necessary, ask the contact person for some feedback on your application.

Submitting Applications (Applications should be marked Private & Confidential)

Mail to:
Attn: Human Resources Coordinator
Hindmarsh Shire Council
PO Box 250
NHILL VIC 3418

Deliver in person:
Attn: Human Resources Coordinator
Hindmarsh Shire Council
92 Nelson Street
NHILL VIC 3418

Email to:
hr@hindmarsh.vic.gov.au

Assessment of Applications

- 20 Each application will be assessed against the Key Selection Criteria for the position.
- 21 Applicants who most closely meet the Criteria will be offered an interview
- 22 Applicants not short listed for interview will be advised in writing.
- 23 Applicants not short listed for interview will be able to ask the Human Resources Coordinator for feedback on their application.

The Interview:

- 24 You will be contacted by phone if you have been selected for an interview
- 25 You will be provided with details regarding the time, day and location of the interview
- 26 The interview panel will usually consist of three panel members, including the Manager / Supervisor of the position
- 27 During the interview, panel members will ask questions to determine who will be the best candidate for the position
- 28 You will have an opportunity in the interview to ask questions
- 29 If you have not provided referee details on your resume, be prepared to provide them at the interview
- 30 Referee checks will be conducted for the preferred candidate at the conclusion of the interviews.
- 31 Please be on time for your interview
- 32 Please contact HR if you cannot attend the interview or wish to withdraw from the process.

After the Interview:

The successful interviewed applicant:

- 33 Will be notified by phone
- 34 Will have the relevant pre-employment checks conducted
- 35 Will agree on a start date and a letter of offer will be sent, outlining terms and conditions of employment.

The unsuccessful interviewed applicants:

- 36 Will be advised by telephone of the interview panel decision, followed by a letter confirming the outcome
- 37 Is able to ask the Human Resources Coordinator for feedback on their application and interview.

---- End ----