

Position Title	Service Delivery Assistant
Classification / Award	Social, Community, Home Care and Disability Award 2010
Employment Status	Permanent
Hours of work	76 hours per fortnight
Location	49 Nihil St, Alexandra
Probation Period	6 months
Supervisor / Manager	Support Services Manager
Accountability / Authority	

Position Scope

The Support Services Assistant is a key role within the Support Services team, the primary function of the role is to ensure that support services are scheduled/delivered to service users as per their individual service agreements.

Key Responsibilities and Duties

Scheduling

- Work with Support Services Manager to allocate support workers in a way that maximises client facing time and minimises travel, holding client choice in mind, and respecting Staff regular hours and SCHADS award requirements.
- Schedule support workers to meet the client needs and in line with client service agreements and staff regular hours of work.
- Ensure all client profile information is entered into Client Management System and updated where needed. Maintain information in scopes on Client Management system and include:
 - Client support needs
 - All information relevant to support time including resources, goals and tasks.
 - Cancellation, changes and rescheduling are recorded with date, time and name of who made changes.
- Communicate schedules – in a timely, efficient and respectful way ensuring any changes are communicated. Maintain up to date records of these communications:
 - to clients,
 - to staff
 - to other key stakeholders (Case managers, other services, families/carers etc.)
- Maintain records of support provided including time adjustments of support hours, kilometres, and other allowances as required.
- Ensure staff have appropriate resources to complete their shift e.g. car bookings (if required) and monitor availability of resources to ensure they are well utilised.
- Work with key stakeholders internally and externally for the provision of quality support services; with a focus on the client, their their HCP provider, escalating any issues of concern to Service Delivery Manager.
- Regularly review scheduling systems and seek to improve efficiency and effectiveness.
- Manage the day-to-day monitoring and answering of phones and emails

Documentation

- Monitor the documentation (including contact details, support needs, service agreements, alerts and client profiles across the MSS server and Client Management

System) of existing service users and inform the Support Services Manager of any updates required.

- Assist Manager in updating client documentation including service agreements and other client paperwork.

Quality and continuous improvement

- Maintain a knowledge of the Aged Care system (Commonwealth Home Support program, Home and Community Care program, Veterans Affairs and Home Care Packages).
- Inform the Manager of support worker supervision needs as identified through daily contact.
- Provide feedback to the Support Services Manager and escalate any issues of concern in a timely manner.
- Maintain privacy and confidentiality on all issues that relate to the organisation, service users and colleagues
- Possess and build on knowledge of Occupational Health and Safety requirements and responsibilities of the employer and employee.
- Report all complaints, hazards, incidents, injuries and near misses that relate to service delivery.

Training and professional development

- Be committed to continual personal and professional development to reflect the changing needs of the role and industry requirements.
- Attend all mandatory training and staff meetings.

Core competencies, attributes and capabilities

Computer skills

- Working knowledge of MS Outlook, MS Office (including Word, Excel, Power Point) and Internet Explorer
- The ability to learn new computer programs

Leadership and Management

- Works under supervision but able to use own initiative within the Menzies Support Service's policy and procedure framework.
- Demonstrates a commitment to ongoing professional development
- Well-developed time management and organisational skills

Interpersonal skills

- Demonstrate a positive, enthusiastic, and professional approach
- Well-developed communication skills including the ability to liaise with service users/family members/, community support workers/colleagues and other health professionals
- Commitment to working from an empowerment perspective, promoting service user's independence, skill development and self - advocacy
- Always remain professional.

Qualifications and Experience

- Certificate III individual Support or equivalent experience
- Current First Aid and CPR
- Experience in the scheduling of service provision to a range of service users with diverse needs.

Key Performance Indicators

- All service users receive services as documented and agreed in their individualised support plans.
- Relevant documentation is recorded and maintained in an appropriate manner
- Policies and procedures, code of conduct and all regulatory requirements are always supported and adhered to.
- Staff are rostered according to their employment agreements.

Special Requirements

- All staff are required to undergo a National Disability Insurance Scheme check
- Staff are required to notify their employer immediately of any changes that may affect their NDIS check status.
- A current Victorian Drivers licence is required. Loss of licence or any licence infringement must be reported by the staff member to their employer immediately

I understand and agree to carry out the duties as listed above

Employee Name:

Signature:

Approved by:

Version

Reviewed:

Annually.