

Position Description

Community Support Officer 328

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| Your role: | Community Support Officer |
| You will report to: | Team Leader Positive Ageing |
| Your Directorate: | Community & Development |
| Your Salary Level: | General Officer Level 3 (\$85,540.72 - \$92,407.73) |
| Special Conditions: | Some out of hours work may be required A National Criminal History Record Check is essential A current 'C' class driver's licence and own transport is essential |

Position Overview

In this role, you will contribute significantly to the effective delivery of Council's Commonwealth Home Support Program by undertaking high-quality service review, coordination and support for clients accessing Council's Positive Ageing services. You will work directly with Commonwealth Home Support clients to ensure their records are accurately maintained, their service needs are clearly identified and appropriate supports are arranged and delivered in a timely and efficient manner. Your role will be vital to the smooth operation of the program, including maintaining client information, supporting program activities and assisting with the coordination of service provision.

This role operates within a dynamic, community-focused environment where priorities can shift rapidly. You will be required to exercise sound judgment, work within established policies and procedures, and respond proactively to emerging needs. A customer-centred approach, strong attention to detail and the ability to manage sensitive information with discretion will be critical to your success.

About the Team

You will be part of a Directorate dedicated to shaping a vibrant and thriving community through visionary leadership, active collaboration, continuous improvement and a commitment to excellence in service delivery. You will be part of a team that fosters strong community connections and strives to deliver outstanding outcomes in community and development services. Guided by the principles of the Customer Service Framework, Council employees are passionate about providing exceptional service that places our community at the heart of everything we do.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

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| Available | we make it easy for our customers and colleagues to reach us |
| Helpful | we are approachable and always willing to assist our customers and each other |
| Empathic | we share our knowledge and commit to dealing with our customer queries responsibly |
| Responsive | we are responsive to the needs and requests of our colleagues and customers. We keep them informed at all times so they know what to expect from us |
| Reliable | we are honest, accurate and consistent in all that we do |

Your Stakeholders

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| Internal | Team Leader, Positive Ageing Manager, Community Wellbeing Director, Community & Development Elected Members, Directors, Managers, and other employees across the organisation |
| External | Community individuals and groups, regulatory bodies and Government departments, including Local Government bodies, suppliers, consultants and contractors |

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

Contribute to achieving the required outcomes of the Commonwealth Home Support Program in line with funding and organisational requirements.

Conduct timely client assessments and reviews, and develop individual service plans incorporating goals, wellness and reablement approaches.

Coordinate and facilitate service delivery to eligible clients, ensuring supports are appropriate, timely and responsive to assessed needs.

Support clients and community members to navigate the My Aged Care intake and referral pathways.

Contribute to the planning, delivery and evaluation of programs, workshops and group activities.

Provide high-quality customer service and person-centred support to clients, carers and community members.

Assist in managing complex or sensitive interactions involving clients, contractors, volunteers or service partners.

Maintain accurate, confidential and up-to-date client records and documentation in line with organisational, legislative and CHSP requirements.

Use client management systems and corporate technology effectively to support service delivery, data entry and administrative processes.

Position Criteria

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| Technical Knowledge & Experience | <ul style="list-style-type: none"> • Experience conducting client assessments, reviews and goal-setting in line with CHSP requirements. • Experience producing accurate, confidential and compliant case notes and client files. • Strong interpersonal, verbal and written communication skills, including negotiation and conflict-management. • Proven ability to manage time effectively, prioritise tasks and meet deadlines. • Ability to apply client-centred, strengths-based, wellness and reablement approaches. • Experience coordinating community-based service delivery. | Essential |
| | <ul style="list-style-type: none"> • Proficiency using web-based portals (e.g., My Aged Care) and client databases. • Understanding of community development principles and practices. • Knowledge of Local Government roles, functions, processes and policies. | Desirable |
| Collaboration and Communication | <ul style="list-style-type: none"> • Experience preparing high-quality client documentation while coordinating community-based service delivery. • Ability to work collaboratively within a multidisciplinary Positive Ageing or community services team. | Essential |
| Qualifications | <ul style="list-style-type: none"> • Relevant qualification (to Diploma level) and/or extensive experience in coordinating community-based services. | Essential |
| Customer Service | <ul style="list-style-type: none"> • Demonstrated commitment to and enthusiasm for delivering high-quality customer service | Essential |
| Government Experience | <ul style="list-style-type: none"> • Experience working within a government environment • Understanding of Commonwealth Home Support Program compliance obligations, service reporting requirements and quality expectations. | Desirable |
| Corporate Experience | <ul style="list-style-type: none"> • Working knowledge of Office 365 and the effective use of corporate technology systems. | Essential |
| Finance Delegations | <ul style="list-style-type: none"> • Nil | |
| People Leadership | <ul style="list-style-type: none"> • Nil | |

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
4. Infrequent (occurs once per week or less)

| Physical | Essential task Y/N | Frequency | | | | Comment |
|---|--------------------|-----------|----------|------------|------------|---------|
| | | Constant | Frequent | Occasional | Infrequent | |
| Standing | Y | X | | | | |
| Walking | Y | X | | | | |
| Sitting | Y | X | | | | |
| Bending /twisting the back | Y | | X | | | |
| Bending /twisting the neck | Y | X | | | | |
| Kneeling/squatting/ crouching | Y | | | | X | |
| Climbing e.g. stairs/steps/ladders | Y | X | | | | |
| Reaching forward /sideways >30 cm | Y | X | | | | |
| Working with hands above shoulder height | N | | | | X | |
| Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg | Y | | | | X | |
| Pushing/pulling/dragging | Y | | | | X | |
| Gripping/grabbing | Y | | | X | | |
| Fine hand coordination | Y | | | | X | |
| Holding/supporting any object or person | N | | | | X | |

Environmental

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| Work in an indoor/outdoor environment | N | | | | | |
| Work at heights | N | | | | | |
| Work in confined spaces | N | | | | | |
| Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery | Y | X | | | | |
| Exposure to noise | N | | | | | |
| Contact with chemicals/ cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals | N | | | | | |
| Exposure to fumes/dust | N | | | | | |
| Managing security/private information | Y | X | | | | |

Interpersonal

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| Interaction with customers/members of the public e.g. face-to-face, answering phones | Y | X | | | | |
| Dealing with highly emotional/ conflict situations | Y | | X | | | |
| Dealing with difficult/complex negotiation of a personal nature | Y | | X | | | |
| Working in a team requiring maintenance of relationships/ communication with others | Y | X | | | | |
| Working in isolation or with limited interpersonal interactions/ supervision | Y | X | | | | |
| Working in a busy environment where time pressures and / or fast work pace maybe required with frequent interruptions | Y | X | | | | |
| Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE) | Y | X | | | | |