JOB DESCRIPTION

TITLE OF POSITION	**Program Support Officer**
CLASSIFICATION LEVEL	**Lutheran Care Level 3**
PROGRAM	**Aged Care Volunteer Visitors Scheme (ACVVS)**

OVERVIEW

Lutheran Care (LC) provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include community connections, community hubs, community visitor's scheme, emergency relief, financial counselling, family support and education, foster care, homelessness and housing and NDIS disability services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

The Aged Care Volunteer Visitors Scheme (ACVVS) is funded by the Australian Government Department of Health and Aged Care to provide companionship to socially isolated people living in Australian Government funded residential aged care facilities or community members receiving a home care package. ACVVS aims to alleviate social and or cultural isolation experienced by older Australians whose quality of life would be improved by friendship and companionship.

ROLE SUMMARY

The aims and objectives of this role are to provide professional and timely administration and service delivery support to the Aged Care Volunteer Visitors Scheme program which improves the quality of life of older people who are at risk of isolation in the community.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY
The Program Support Officer reports to the Team Leader.

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SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region as required
- Evidence of COVID-19 vaccination (1st & 2nd dose) and up to date flu vaccination
- Availability to undertake out of hours work where occasionally required

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	▪ Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with Professional Codes of Conduct
Teamwork	▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.

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Work Health and Safety	▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Program Support	▪ Provide timely, confidential, discreet and efficient responses to volunteer Expressions of Interest and recipient referrals liaising closely with the ACVVS team and the LC Volunteer Coordinator. ▪ Ensure all enquiries receive a warm, friendly, timely and efficient response, liaising with the individual regional worker as appropriate ▪ Support program team with volunteer recruitment, training and on-boarding tasks ▪ Collate and update information on service providers for regional workers ▪ Support program team to further develop visiting service delivery and processes ▪ Support program team to further develop culturally appropriate service delivery and processes ▪ Support program service delivery model changes and opportunities as appropriate ▪ Support program team at reporting periods to gather and collate data ▪ Assist with problem solving and system implementation
Administrative Support	▪ Maintenance and analysis of volunteer information management via Better Impact system and of recipient waitlist ▪ Hardcopy filing maintenance and archiving, hard copy mail distribution

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	▪ Assist with coordinating induction and training days including feedback and reporting processes, volunteer appreciation and Christmas lunches, volunteer support group meetings, and program evaluation process ▪ Assist with producing volunteer posters, badges, fliers and promotional information (in liaison with communications team) ▪ Convening, papers and minute recording at team and consortium meetings ▪ Timely monitoring of police and working with children applications and updates, assist with Christmas mailout, production and upkeep of induction kits, volunteer travel claims and update of program information and forms ▪ Support program team and consortium with other pre agreed administrative tasks
Communication	▪ Communicate effectively to engage and establish rapport with volunteers, internal and external stakeholders and program team members ▪ Communicate promptly, respectfully and with cultural sensitivity to all enquiries

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

PERSON SPECIFICATION

QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES
▪ 2+ years' experience in an Administration role
▪ Excellent computer skills, proficiency in all Microsoft Office applications especially Word, Outlook and Excel as well as file and database management
▪ Good planning, organisational skills and an ability to prioritise a diverse workload with limited supervision
▪ Excellent communication and interpersonal skills with an ability to engage with a diverse group of people
▪ Demonstrated ability in IT, video conferencing & standard office equipment

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL
▪ Experience of Aged Care sector and/or working with volunteers.
▪ Experience working with people from CALD and Indigenous backgrounds.
▪ Experience of working within the context of a not-for-profit community organisation

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- Familiarity with the use of wider technology (iPads, Zoom/Teams, Jotform)
- An appreciation of the Lutheran theology of caring, acceptance of Lutheran Care's Philosophy and Values.

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____