

POSITION DESCRIPTION: Community Services Officer

Department: Information Services
Reports to: Manager, Community Access
Location: Adelaide, SA

Position Purpose

The Community Services Officer will be pro-active in enabling the organisation to respond to the service requirements of Deaf and hard of hearing individuals and their formal and informal support through the provision of Community Access - an information and referral service.

As service delivery changes to meet the demand of the community, the role may be modified over time and amended to ensure that it meets the business needs.

Position – Key Result Areas

The Community Services Officer works under the direction of and consultation with the Manager, Community Services in delivering against each of the areas of accountability outlined below.

The Community Services Officer is supported through day-to-day coordination of activities by the Team Leader, Community Services.

The Community Services Officer is a member of the Information Services team and works collaboratively with others to ensure the effective administration of systems and processes that support Community Access and other community programs and services with a focus on clients, quality, and continuous improvement.

ACCOUNTABILITY [1-4]

Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]

Information & Referral Services

Respond to enquiries for information and translations from clients and their formal and informal supports, and external organisations.	[1]
Provide and facilitate referrals to internal departments and external organisations.	[1]
Develop client ability to self-advocate when required and improve independence level.	[1]
Build client capacity through the delivery of life skills development relevant to client's goals	[1]
Actively research and contribute to shared information and service provider knowledge base.	[3]
Ensure service facilities and other resources as required are available for face-to-face and virtual delivery.	[1]

Community Engagement

- Facilitate and expand informal and formal engagement activities with and for the Deaf and hard of hearing community. [1]
- Establish connections and networks for Deaf and hard of hearing individuals and their formal and informal supports. [1]
- Participate and represent the Deaf and hard of hearing community and the Organization at relevant internal and external meetings. [1]
- Assist with the coordination and preparation for materials for expos and stalls as required, in consultation with other internal stakeholders. [3]

Administration

- Ensure completion of appropriate documentation and maintain accurate client records authorised systems while maintaining privacy and confidentiality. [1]
- Gather data for service quality and performance evaluation and inform process improvement activities. [1]
- Proficient in the use of technology and systems required to meet areas of accountability. [1]
- All service case notes must be entered into the CRM System by the close of business of the same work week [1]
- Work with Administration Assistant and Claims Officer to resolve 'rejected' claims within two weeks of notification [3]
- Work with Administration Assistant and Claims Officer to resolve 'Pending' and/or 'On-Hold' Support Plans within 4 weeks of notification [3]

General

- Undertake other duties as required by the Manager [1]
- Provide a high standard of professional service by upholding the vision, mission and values of the Organization [1]
- Comply with Organizations policies and procedures for workplace health and safety, ensuring that you do not place yourself or others at risk of injury [1]
- Understand and work within the relevant parts of the Organizations quality management system [1]
- Attend and/or complete all mandatory and allocated meetings, training, and development requirements [1]

DECISION MAKING

Decisions

- Spending within approved budget
- Community Access time management, work priorities and procedures
- Take appropriate action in relation to matters of urgency that may arise and make routine judgements on advice and information given, ensuring the safety of self, staff and clients

Recommendations

- Policy and service directions and priorities
- Information Services continuous process and performance improvement
- Key client and stakeholder engagement for consideration of community impact and outcome.
- Service gaps and needs within Region

PRIMARY RELATIONSHIPS

Internal

General Manager, Information Services

Manager, Community Access

Team Leader, Community Services

Community Services Officers

Other staff within the Organization

Purpose / Relationship

Recommendation, reporting, communication, teamwork, support, advice

Line management, development, recommendation, reporting, communication, teamwork, support, advice

Coordination, communication, reporting, teamwork, support, advice

Collaboration, communication, teamwork, support, advice

Collaboration, communication, support, advice

External

Deaf and hard of hearing Individuals and their formal and informal supports

Deaf and hard of hearing Community

Community Organizations

Purpose / Relationship

Consultation, collaboration, engagement, service, support, advice

Consultation, collaboration, engagement, service, support, advice

Advice and consultation

Persons/functions that report to this position Role / Relationship

Nil

KNOWLEDGE AND SKILLS

[N] None [L] Little Need [D] Desirable
[M] Moderate [I] Important [C] Critical

	N	L	D	M	I	C
Innovating				*		
Planning				*		
Organising					*	
Financial Management				*		
Customer/Client Orientation						*
Administration						*
Auslan						*
Vision					*	
Data Gathering				*		
Evaluation					*	
Problem Solving					*	
Deciding				*		
Implementing					*	
Communicating						*
Lobbying				*		
Negotiating					*	
Consulting					*	
Participating						*

SELECTION CRITERIA

Essential

- Ability to communicate in Auslan and knowledge of Deaf culture and community
- Experience in provision of human services
- Experience in information and referral services
- Understanding of privacy and confidentiality issues
- Effective communication and well-developed interpersonal skills
- Ability to work in Team environments remotely
- Ability to work with minimal supervision
- Positive and flexible attitude
- Current Driver's License
- Use of private car may be necessary part of your work
- Working With Children Clearance (or willingness to obtain this prior to commencement)
- NDIS Worker Screening Card (or willingness to obtain this prior to commencement)

Desirable

- Qualifications in Human Services or other Community Services discipline
- Understanding of relative State and Federal Disability Services Acts
- Understanding of human rights conventions and anti-discrimination legislation
- NDIS work experience and understanding of the NDIS Code of Conduct

Please sign below your agreement of the above position description

(Please Print Name)

(Signature)

(Date)