

## Program Assistant

<b>Award/Agreement</b>	Current Resthaven Incorporated Residential Aged Care and Community Services Enterprise Agreement
<b>Responsible to</b>	Manager Community Services
<b>Summary of role</b>	<p>In accordance with Resthaven philosophy and policies, provide program administrative assistance, direct in home support and monitoring and auditing of in home services for older clients.</p> <p>Some availability to relieve Program Coordinators during periods of leave or secondment.</p> <p>Out of hours on-call work may apply.</p> <p>A current driver's licence and use of own vehicle is essential.</p>

### Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

The Program Assistant will assist the Community Services Coordinator and Manager by performing the following functions:

- Liaise with clients, their families and carers in providing assistance to clients
- Maintain client and program data systems and ensure they are accurate and up to date (CIM)
- Liaise with Coordinators with regard to staff rostering, timesheet calculation and communicating with staff involved in providing direct client services
- Provide administrative and direct client support as directed
- Display an understanding of and ensure equitable access and culturally sensitive service delivery to people of all cultural backgrounds
- Assist in the review of the programs by participating in discussions and providing information in regard to outcomes for clients
- Implement policies, procedures and practices for the provision of quality services in accordance with Program Standards
- Attend and participate in the Resthaven in-service education and training programs and other training as required
- Attend and participate in staff meetings

## **Quality and Safety**

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

## **Privacy and Confidentiality**

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential.

Other duties as directed by the Manager Community Services, commensurate with classification and training

## ESSENTIAL CRITERIA

### Qualifications / Experience

- Minimum Certificate III Community Services (Aged Care) or related Health Science field
- Empathy and understanding of older people and their family members/carers
- Motivated to provide high quality service to clients
- Good listening / communication skills
- Ability to prioritise according to need
- Awareness of program requirements and budgetary limits
- Professional telephone manner
- Ability to liaise with other service providers
- Awareness of community supports
- Respect for client confidentiality and professional standards
- Sound documentation skills
- Sound computer skills
- Empathy with older people
- Understanding of the issues faced by older people, their carers and families
- High standard of personal ethics
- Exercise initiative and flexibility with understanding multiple tasks
- Self motivated

## DESIRABLE CRITERIA

### Qualifications / Experience

- Tertiary qualifications in Social/Health Science is preferred
- Considerable experience and knowledge of community programs supporting older people to remain at home

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Manager Community Services

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_  
Employee