

# Employee Position Description

Key Position Information		
<b>Job Title:</b> Service Support Officer	<b>Position Reports To:</b> Residential Aged Care Services Manager	
<b>Team Name:</b> Residential Aged Care Services	<b>Manager's Name:</b> Kerry Rentsch	
<b>Division:</b> Shared Services, SOP	<b>Location:</b> 619 St Kilda Road, Melbourne	
<b>Incumbent:</b>	<b>Job Description</b> <input checked="" type="checkbox"/> New <input type="checkbox"/> Updated	<b>Date Updated</b> 9/7/2015

Primary Purpose of Job
The position will support the engagement of residents through community networking. The role involves developing and coordinating a range of activities and networking opportunities to promote Jewish Care (Victoria) Residential Aged Care services and increase admissions to our Residential Aged Care Facilities.

Dimensions			
<b>Direct Reports</b>  0	<b>Indirect Reports</b>  0	<b>Budget Financial Responsibility</b>  \$nil	<b>Delegated Financial Authority</b>  \$nil

Role Balance		
<b>People</b> – <u>percentage</u> of time getting things done through others 40%	<b>Scheduling</b> – <u>percentage</u> of time planning, coordinating 10%	<b>Technical</b> – <u>percentage</u> of time delivering based on knowledge and skills 50%

Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here"    Responsible = "The doer"</i>
<b>Jewish Care Values</b>	<ul style="list-style-type: none"> <li>Acts consistently in accordance with Jewish Care (JCV) values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making.</li> </ul>
<b>Community engagement</b>	<ul style="list-style-type: none"> <li>Development of community engagement and promotion events, functions, meetings with the purpose of community building and product placement of our Residential aged care services.</li> <li>Consult and liaise with key stakeholders within the Jewish Community.</li> </ul>
<b>Integrated approach</b>	<ul style="list-style-type: none"> <li>Work effectively with Facility Managers and the JCV Information and Assessment team to ensure and integrated approach for Residential services admission.</li> </ul>
<b>Growth through partnership</b>	<ul style="list-style-type: none"> <li>Identify opportunities and service development growth through partnerships within the community and aged care contemporary practice.</li> <li>Develop appropriate relationships with external stakeholders such as community groups and organisations.</li> </ul>
<b>Build and retain relationships</b>	<ul style="list-style-type: none"> <li>Build and retain relationships with key stakeholders to facilitate referrals and establish clear pathways for people wishing to have access to our Residential Aged Care services.</li> <li>Coordinate site based forums and marketing activities to promote each residential aged care facility.</li> <li>Other duties and projects as directed by the Residential Aged Care Manager.</li> </ul>
<b>Stakeholder engagement</b>	<ul style="list-style-type: none"> <li>Manage and work with key stakeholders including external agency and service providers, service users, hospitals and other bed feeder agencies.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Ensure accurate data is captured, maintained and reported though monthly reports demonstrating outcomes of activities.</li> </ul>
<b>Growth and development</b>	<ul style="list-style-type: none"> <li>Demonstrated established growth networks and relationship building thorough increased product placement and occupancy outcomes.</li> </ul>

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Staff Education	<ul style="list-style-type: none"> <li>Take responsibility for self-development by actively gaining knowledge relevant to contemporary research and practice.</li> <li>Attendance at internal and external education programs when required.</li> </ul>
Your Say	<ul style="list-style-type: none"> <li>To actively participate in Jewish Care's internal process for the provision of feedback via completing Your Say forms for compliments, complaints, incidents, hazards, and other; and to actively encourage external stakeholders to participate and complete their feedback</li> </ul>
<b>Corporate Accountabilities and Responsibilities</b>	
<b>Team Member</b>	<ul style="list-style-type: none"> <li>Perform work safely and complete tasks on time, on budget and in accordance with expectations</li> <li>Concentrate and collaborate</li> <li>Question, debate review with leader and peers</li> <li>Develop career goals and initiate career conversations with next up manager</li> </ul>
<b>OH&amp;S</b>	<ul style="list-style-type: none"> <li>Be pro-active in caring for the health and safety of all people within our work environment</li> <li>Ensure all appropriate actions are taken to implement JCV OH&amp;S policies, procedures, training, and legislative requirements</li> <li>Demonstrate initiative in implementing actions that facilitate the continuous improvement of OH&amp;S within JCV</li> </ul>
<b>Key Relationships</b>	
<b>Internal</b>	<ul style="list-style-type: none"> <li>Residential Aged Care Services Manager</li> <li>Business Performance Manager</li> <li>Chief Operating Officer</li> <li>Operations program and facility managers</li> <li>Marketing &amp; Communications team</li> <li>Information &amp; Access team</li> <li>All Jewish Care Victoria staff</li> <li>Contractors</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>Jewish Care clients, residents and their families</li> <li>Community groups and organisations</li> <li>Hospitals and allied health services</li> <li>Jewish Community</li> </ul>
<b>Values</b>	
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:	
<b>Chessed: Kindness</b>	Kindness is a concern for others. By focusing our efforts in practical ways that really make a difference, we take kindness to the highest level and help others to help themselves.
<b>Mishpacha: Family</b>	Family is about all-inclusive, unconditional belonging. We are a diverse community; young and old, affluent and disadvantaged, Australian-born and migrant, observant and secular. Despite these differences, we are all members of the one family. We all matter, and we all belong.
<b>Derech Eretz: Respect</b>	Respect is the foundation of all human relationships. There is something special about each and every one of us, regardless of age, ability, status or background. Derech eretz acknowledges that specialness in everyone.
<b>Tzedakah: Charity</b>	Charity from the Hebrew, meaning justice, tzedakah is about making the world a better place. While often financial in nature, tzedakah is also about sharing what you have with others, be it your time, skills, experience or unique qualities. The reward is in the giving.
<b>Role Required Capabilities</b>	
<b>Skills</b> (the technical skills to do the job at a high level of accomplishment)	<b>Essential:</b> <ul style="list-style-type: none"> <li>Proven proficiency in the use and application of Word, Excel and PowerPoint</li> <li>Advanced communication and networking skills both written and verbal</li> <li>Ability to work independently and in teams</li> <li>Ability to promote pathways for non-Jewish clients to enter residential services</li> </ul>

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<b>Knowledge &amp; Qualifications</b> (the specific qualifications required and knowledge fields are ideally required of the incumbent)	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Demonstrated interpersonal skills</li> <li>• Demonstrated understanding of Jewish life and culture</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Understanding of the cost of entry to residential Aged Care</li> </ul>
<b>Experience</b> (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Demonstrated understanding of Jewish life and culture</li> <li>• Demonstrated experience in delivery of performance-based outcomes with set timeframe</li> </ul>
<b>Wisdom</b> (the sensitive tasks that require good judgement)	<ul style="list-style-type: none"> <li>• Demonstrated sensitivity relating to the varying religious connectivity and different ethnic backgrounds of the Jewish Community</li> <li>• Sound understanding of the diversity of issues experienced by older people and people with a disability, including the special needs relevant to older people in the Jewish community</li> <li>• Gets involved – shows interest and support for organisational initiatives – rolls up sleeves if a crisis looms</li> <li>• Willingness to have and express an opinion – thinks and acts positively – offers solutions that lead to improvements – generates ideas – is passionate</li> <li>• Cooperation when working with others – shares credit with the team – values people on the team – actively listens</li> <li>• Keeps up to date (technology, trends) and is aware of the operating environment drivers – understands what is happening in the world and how that may be affecting the organisation</li> <li>• Is responsible for own growth – takes the initiative – takes the opportunity to be exposed to new people and ideas – reads widely – seeks feedback – takes on challenges that will spur growth</li> <li>• Has an impact – is reliable – sees things through – takes the initiative to start something - does what others won't do</li> <li>• Is impeccable in presentation - flawless in language and dress - is truthful and honest – takes pride in self and work</li> </ul>
<b>Valuing</b> (the type of work someone undertaking this role would need to value)	<ul style="list-style-type: none"> <li>• All Jewish Care employees will incorporate the ASM approach of care to all clients/residents to continually encourage them to be more independent at home, in residential care and in the community, enhancing their quality of life</li> <li>• Demonstrates and upholds the Jewish Care Values, Vision and Mission at all times</li> <li>• Understanding of (or willingness to learn) the specific requirements of the needs of a Jewish Not-for-Profit organisation</li> </ul>
<b>Pre-Requisites</b>	<ul style="list-style-type: none"> <li>• Australian Police Check</li> <li>• International Police Check where relevant</li> <li>• Working with Children Check if required</li> <li>• Commitment to providing professional and safe services to all residents and clients, including children and young people</li> <li>• Commitment to creating an environment that ensures our clients are safe and free of abuse, neglect, violence and preventable injury</li> <li>• Unrestricted right to work in Australia (Visa evidence required)</li> </ul>

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date: