



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>Consumer Response Officer - Administration Officer</b> <b>Part time – 25 hours per week</b>
<b>CLASSIFICATION:</b>	<b>Grade 4</b>
<b>DIVISION:</b>	<b>Disability Services</b>
<b>PROGRAM:</b>	<b>Disability Services</b>
<b>LOCATION:</b>	<b>Narre Warren as well as work performed at the request of the agency at any Windermere location</b>
<b>TENURE:</b>	<b>30 Dec 2015 with possibility of extension</b>
<b>DATE:</b>	<b>March 2014</b>

## 1. HISTORY

Windermere Child & Family Services started with the formation in 1851 of what later became known as the Melbourne Orphanage in Windermere Crescent, Brighton – hence our name Windermere. Today, we are a secular, Not-For-Profit that continues to work with some of the most at risk, underprivileged and disadvantaged children and families in our community.

We work with children, families and individuals who are dealing with issues such as physical, emotional and practical support, counselling, advice, education, advocacy and other therapeutic interventions to those affected by these issues

Our range of services and programs include:

- Counselling; for individuals and families
- Family Violence Counselling; for children and adults
- Disability Services; for people living with disabilities, their families and carers
- Early intervention services for children 0-6 years with developmental delays or a diagnosed disability
- Integrated Family Services; for parents who require assistance with family functioning and parenting
- Victims Assistance and Counselling Program; a program which assists victims of violent crime to manage the impact of that crime
- Housing Support; for families who are homeless or at risk of homelessness
- Early Childhood Education and Care Services; provides in home care as well as Centre Based Long Day care
- Communities for Children; community based program to assist disadvantaged families in Cranbourne with children 0-12 years old
- Allied Health, including Psychology, Speech Therapy, Occupational Therapy and Physiotherapy; for community and corporate sectors.

With headquarters at Narre Warren in Melbourne's southeast, Windermere assists thousands of kids and families. We work in arguably Australia's fastest growing urban corridor, where demand for our services is increasing at an alarming rate. With a staff of over 140, we provide services from 9 locations with major centres at Narre Warren, Cranbourne, Pakenham, Berwick, Officer and in the Gippsland region. The area in which we work encompasses 10 municipalities and a population of around 1.5 million people.

## 2. OUR PURPOSE, VISION AND VALUES

Windermere improves wellbeing in children, families and communities by helping to realise their potential, building resilience and connecting people to the community.

### Our Purpose:

We get in early to make a difference in the lives of individuals, families and communities

### Our Vision:

A stronger, connected and supported community

### Our Values:

We believe that ***everyone is someone in our community*** where:

- Equity is viewed as a natural right
- Fairness embraces and incorporates difference
- Collaboration results in social good
- Opportunity creates empowerment and inclusion

## 3. POSITION OBJECTIVES, KEY RESULT AREAS, RESPONSIBILITIES and PERFORMANCE MEASURES

Objectives – Key Result Areas	Responsibilities	Performance Measures
<ul style="list-style-type: none"> <li>• To provide administrative support to implement packages</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure individuals operate within a budget in respect of brokerage dollars. Note: A family's brokerage expenditure is monitored on a monthly basis by reviewing spreadsheets as printed, ensuring budgetary guidelines of the program are met at all times.</li> <li>• Complete Purchase orders, reimbursement documentation and approve invoices</li> <li>• Organise delivery of goods and services and liaise with programs and suppliers in line with plans developed by case managers</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer Services Administrator complies with all Brokerage policies and guidelines</li> <li>• Accurate financial projections to be maintained and reviewed on a monthly basis</li> <li>• To complete an accurate purchase requisition for all client orders. All accounts to be lodged with the Administrative team as they present (100% presented to finance within 2 weeks of receipt).</li> <li>• To lodge orders for goods/services within 3 working days of requests where no urgency is noted and immediately where request relates to urgent client need.</li> <li>• Goods and services orders are accurate and in line with consumer plans and requests</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure accountable practice through accurate and timely documentation</li> <li>• Compile information packages</li> <li>• To complete all administrative requirements for consumer file maintenance and development including cover sheets, closure letters, closure checklists, allocation letters, intake letters</li> <li>• To work collaboratively and cooperatively with Disability Team members for best consumer and agency</li> <li>• To receive and respond to consumer enquiries and requests regarding the purchasing of goods or services in line with plans developed by case managers</li> </ul>	<ul style="list-style-type: none"> <li>• Respite referrals completed accurately based on information in files</li> <li>• All contact with clients or administrative actions taken on their behalf is documented in line with Windermere policies and procedures (Case Notes Policy)</li> <li>• Information packages contain all relevant information and are available for use at all times</li> <li>• Forms/letters completed within 1 week of request by case manager</li> <li>• Interactions are constructive and focused on best outcomes for consumers</li> <li>• Phone calls to consumers returned within 1 business day</li> <li>• Consumers spoken to with respect, courtesy and positivity</li> <li>• Referrals for complex response requiring case manager input made on the same working day as issues arise whenever practicable but no later than 2 working days from issue arising</li> </ul>
<ul style="list-style-type: none"> <li>• To meet reporting and documentation requirements</li> </ul>	<ul style="list-style-type: none"> <li>• To meet all Department of Human Services and FACSIA reporting requirements including inputting and maintaining client data into the CRISP data base</li> <li>• To undertake all administrative tasks promptly and efficiently, including processing of accounts and the updating of client related data entries.</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with Department database - CRISP reporting by completing end of month hours and mandatory fields</li> <li>• To perform administrative tasks in line with agency and divisional policy and procedures</li> </ul>
<ul style="list-style-type: none"> <li>• Other Administration Tasks</li> </ul>	<ul style="list-style-type: none"> <li>• To complete other reasonable administration duties as directed from time to time</li> </ul>	<ul style="list-style-type: none"> <li>• Additional administrative tasks taken on willingly with a positive attitude and completed accurately and in a timely manner</li> </ul>

<ul style="list-style-type: none"> <li>• Work inline with Windermere's organisational expectations and directives in relation to policies and procedures and the agencies mission, vision and values.</li> </ul>	<ul style="list-style-type: none"> <li>• To familiarise yourself with and adhere to Windermere's Policies and Procedures, including the Code of Conduct, Code of Ethics, Human Resources policies and guidelines and Occupational Health and Safety obligations</li> <li>• To attend on prearranged dates around supervision and agency wide training, including agency forums and on line induction and be actively involved in the 6 week performance review, 3 and 6 month probationary review and a recurring annual performance review with the relevant supervisor</li> <li>• Work within the Windermere Well-being Framework in accordance with the principles of Appreciative Inquiry and the Strengths Based Approach.</li> <li>• Contribute to or participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices</li> <li>• Meet the challenges of change as it occurs within the service and agency.</li> <li>• To attend compulsory training courses set by the agency and the immediate supervisor</li> <li>• To actively assess, manage and where possible mitigate workplace risk including (OH+S), client related risk, reputation risk and personal risk.</li> </ul>	<ul style="list-style-type: none"> <li>• A committed employee operating within the Code of Conduct, Code of Ethics, Human Resource policies and procedures and OH+S responsibilities.</li> <li>• 100% attendance at performance reviews and compulsory training.</li> <li>• Completion of on line induction with set timeframes.</li> <li>• Exhibit workplace practice, actions and behaviours in line with Windermere's Well-being Framework.</li> <li>• Ensure work practices are not in contravention to Windermere's Continuous Quality Improvement principles.</li> <li>• To positively embrace and adopt change as it occurs.</li> <li>• To ensure arrangements are made so that 100% of compulsory courses are attended.</li> <li>• To report risk to the appropriate Windermere personnel and utilise current risk management tools and procedures available.</li> </ul>
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The employee will be expected to perform other duties outside those set in the position description as directed from time to time which are within the employee's skill, qualification, experience and competence level to meet the agencies operational needs. The Position Description may be amended from time to time at the agency's discretion.

Where there is inconsistency between KPI's in this Position Description and those within the Agency Objectives, the Agency Objectives will stand.

#### 4. JUDGEMENT & DECISION MAKING

The incumbent is expected to work with direct supervision and receives some direction in the day to day functioning of their program. It is expected that objective judgements be shown in all decision-making processes with reference to Windermere's policy and procedure manuals.

- Day to day decisions will be expected to ensure the adequate supervision and safety of staff and clients involved in this program.

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- Problem solving, within area of expertise, and decisive actions will often be needed.
- Guidance and advice in relations to difficult matters will be available within an appropriate time frame from either the immediate supervisor.

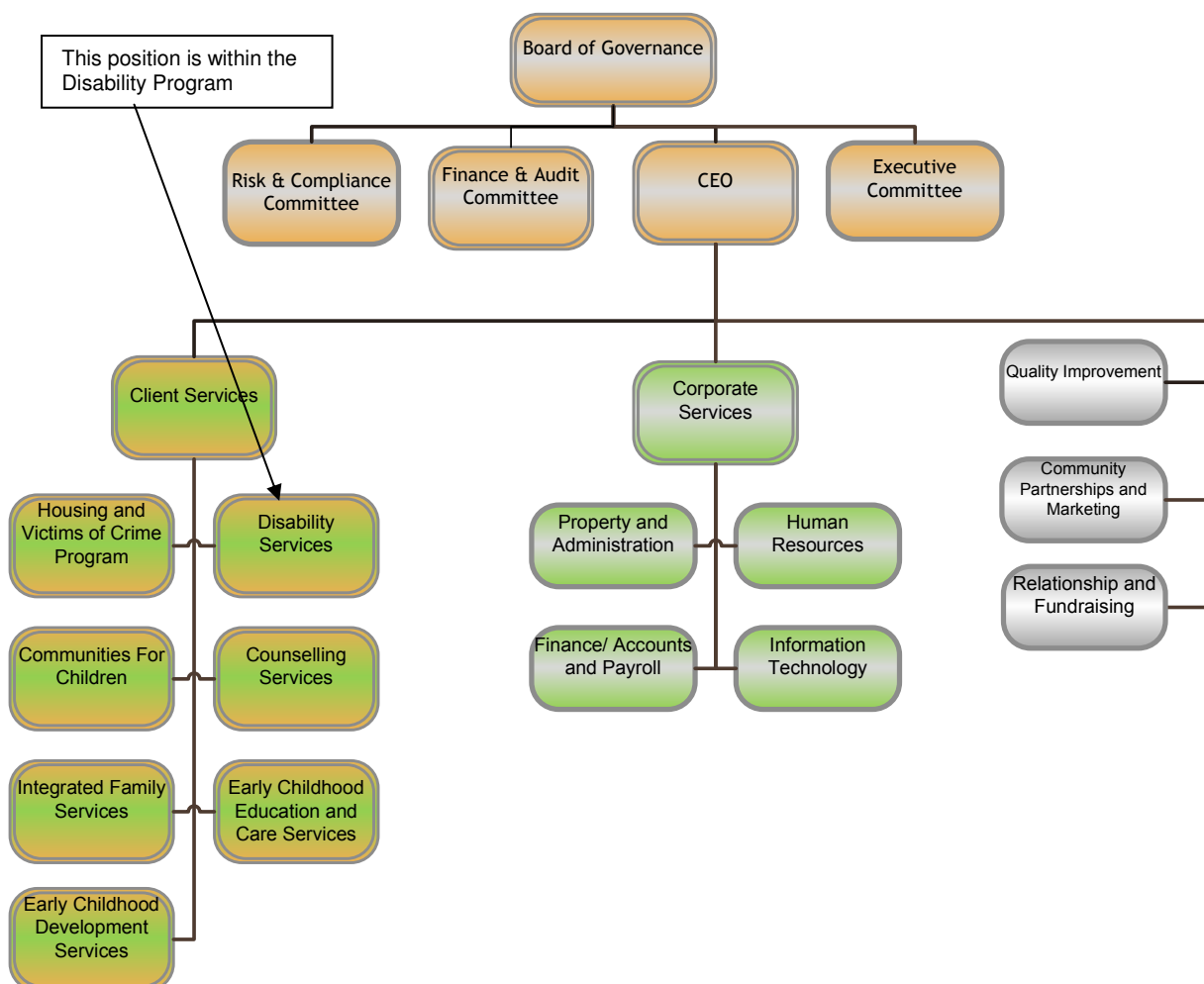
## 5. INTERPERSONAL SKILLS

- Excellent verbal and written communication skills
- Empathy with, and the ability to gain co-operation and assistance from a range of people, in particular clients and other staff members
- Ability to discuss and resolve problems
- Tact and discretion
- Self-confident and able to set appropriate personal boundaries
- Mediation and conflict resolution skills
- Ability to work as part of a team at all levels of the agency

## 6. ORGANISATIONAL RELATIONSHIPS

**Line Manager:** Disability Services Team Leader  
**Supervises:** N/A  
**Internal Relationships:** Disability Services team  
**External Relationships:** Consumers, goods & service providers, DHS

### Windermere's Organisational Structure



## 7. KEY SELECTION CRITERIA

- Demonstrated consumer outcomes focus
- Demonstrated excellent communication and interpersonal skills
- Demonstrated ability to manage budgets and purchase goods and services in line with budgets
- Experience using Access based/Web, MS suite and CRISSP IT systems
- Demonstrated time management and organizational skills
- Demonstrated conflict resolution skills
- Willingness to undertake new administration tasks as the role develops taking into account the time demands of the position
- Current Victorian Drivers License
- Ability to use a computer and all relevant technology
- Willingness to undertake a Police Check and Working with Children Check

## 8. CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

**Pre-Employment Disclosure** - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

**Medical Examination** - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

**Probation Period** - The first three (3) months of your employment is a probationary period in which either of the parties may terminate your employment on 1 day's notice in writing to the other party. At any time during, or at the end of the three month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period.

A qualifying period of six (6) months applies to your employment. After the 3 month probationary period is completed, one weeks notice is required by either party upon termination in the final 3 months of the qualifying period.

**Police Record Check** - All appointments are subject to a clear National Police Record Check.

**Working with Children Check** – All appointments (dependant on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

**Occupational Health & Safety** – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

**Smoke free environment** - Windermere is a smoke free working environment.

**Place of Employment** - You may be required to report for duties and work from any of Windermere's work locations throughout the service region.

**Qualifications** - The successful applicant will be required to substantiate formal qualifications.

## 9. WORK AND FAMILY BALANCE

Windermere understands the importance of promoting a family friendly working environment that seeks to support staff to find a healthy-work life balance.

**Salary Sacrifice** - Windermere employees have the option to access Salary Sacrifice through an external provider. Staff on an Employment Agreement can access this very generous provision of up to \$16,050 as tax-free salary sacrifice for both full time employees and part time employees.

**Annual Leave** - 4 weeks annual leave (cumulative) on full pay for 12 months continuous service. In addition 17.5% leave loading will apply to the total remuneration package.

**Personal Leave** - Windermere offers 12 days personal days in the first year of employment, 14 days in the second, third and fourth year of employment and 21 days in the fifth and following years of employment (pro-rata for part time employment), of which 12 days maximum can be taken as carers leave.

**Flexible Leave Scheme** - The 50/52 Flexible Leave Scheme enables staff to accrue an additional 2 weeks leave entitlement on top of their 4 week annual leave each year, by making an application to reduce the 52 week annual salary to a 50 week salary.

**Christmas Break** - As a sign of good faith, Windermere offers all staff time off between Christmas and New Years. This is subject to the organizational performance and considered annually.

**Internal working Wellbeing and Rewards Committee (WARC)** - Windermere values staff opinions and thoughts relating to employment benefits and working conditions, and have committed to the establishment of a WARC. This committee comprises staff members to advocate on behalf of service divisions. All recommendations from the committee are heard and considered by management for implementation.

**Professional Development and Training** - Windermere offers all staff members allocated monies and training hours to invest into **their** professional development relating to **their** field of work each year.

**Ergonomic Assessment** - A professional ergonomic assessor will conduct a workstation assessment for each of the staff members within the various Windermere offices at the completion of their probationary period, and provide insightful advice and recommendations concerning individual workstations.

**RDO's** – Windermere is committed to employee wellbeing by providing a flexible work environment to help balance family and work/ life commitments by means of giving full time staff the option to partake in the rostered day off (RDO) entitlement.

The position may require some work outside of Windermere's ordinary operating hours from time to time.

Windermere is an equal opportunity employer and values diversity. Where possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

## 10. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter
- Statements addressing the key selection criteria required in the position description
- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed reference checks for short listed candidates. Shortlisted applicants will be asked to provide copies of relevant qualifications at interview.

Under Victorian Workcover legislation, it is the successful applicant's duty to advise Windermere of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the employee might have for a work related aggravation of that non-disclosed pre existing condition.

Closing Date: 24 March 2014

For further information about Windermere, please visit [www.windermere.org.au](http://www.windermere.org.au)

Please send your application to: **Julie Knowles**  
**Manager Disability Services**  
**Julie.Knowles@windermere.org.au**  
**48 Webb Street,**  
**Narre Warren, Vic 3805**

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I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

**Occupant:**

Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_