

Project Officer Job Description
v. January 2021

Title:	Local Team Support Officer (Project Officer)
Aim:	Support older people and people living with a disability to live meaningful and healthy lives integrated with their local community.
Reports To:	Local Team Coordinator/s
Direct Reports:	Local Team Leaders
SCHCADS Award:	Level 4 Social and Community Services
General Characteristics of this SCHCADS Level	<ul style="list-style-type: none">➤ Work under general direction.➤ Perform functions that require the application of skills and knowledge appropriate to the work.➤ General guidelines and work procedures are established.➤ The application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline.➤ Contribute knowledge in establishing procedures in the appropriate work-related field.➤ Supervise various functions within a work area or activities of a complex nature.➤ Requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.➤ Requires skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers to achieve specific objectives.➤ Expected to set outcomes and further develop work methods where general work procedures are not defined.

A. Specific Role Responsibilities to:

➤ Participants

- Promote person centred opportunities for people which support their individual aspirations;
- Promote participant's rights and communicate their responsibilities;
- Support Coordinator to understand participant's individual circumstances and appropriate funding options for each person.
- Support the implement person-centred service plans for each individual;
- Work in partnership with participants to develop strategies which promote their wellbeing and personal goals;
- Develop strategies in response to complex issues;
- Where appropriate, make referrals to local services, professionals and mainstream activities;
- Provide direct support when establishing complex services to model best practice staff & develop strategies in response to complex issues;
- Monitor changes in participant's circumstances and share with the support team;
- Ensure appropriate records are kept of participant information on Holdsworth's database;
- Seek feedback from participants and their families and ensure feedback is recorded and communicated to others to create improvement;
- Meet and liaise with participants and families with regards any issues, concerns and enquiries related to program delivery;
- Promote the safety and wellbeing of participants at all times.

➤ Programs and Services

- Support the design and planning of Holdsworth's services in response to participant preferences and within the context of local, state & national guidelines & priorities;
- Promote quality delivery of existing services or plan, design and establish innovative services and activities in response to the unique needs of local participants and their families;
- Promote safe and viable group supports which respond to the interests of participants;
- Promote and comply with NDIS Practice Standards and the Aged Care Quality Standards;
- Support the collection of statistics about sources and nature of referrals to assist in service development & planning;
- Record service delivery in order to report team output and financial progress;
- Use appropriate PPE at all times and devices as supplied by Holdsworth.

➤ Staff & Volunteers

- Model best practice for direct support staff;
- Supervise team members;
- Constructively work with the team to resolve issues affecting staff relationships and performance;

- Support regular team leader & support worker meetings and case conferences;
- Support the recruitment, support and motivation of a team of staff & volunteers to promote the smooth running of services;
- Refer issues relating to disputes, grievances or poor performance to Coordinator or HR Officer;
- Monitor and advise of ongoing training requirements for you and your team;
- Assess, prioritise and where appropriate, deliver training as per staff program needs;
- Promote the safety and wellbeing of staff and volunteers at all times.

➤ **Community Partners**

- Develop networks with local community resources, services and providers;
- Represent Holdsworth in the community in a positive manner; and
- Assist with communication and information dissemination for Holdsworth Community.

➤ **Governance/Administration**

- Respond to and report all incidents, complaints and compliments;
- Provide input to your Coordinator around the future direction of programs and services;
- Implement continuous improvement methodology in all aspects of operations;
- Develop effective systems to ensure most effective use of available resources;
- Other duties related to position as directed by Coordinators; and
- Comply with Holdsworth policies, procedures and Code of Conduct at all times.

B. Key Performance Indicators:

- Positive interaction with participants and partner organisations in the community evidenced by positive feedback from stakeholders;
- Successful design and delivery of quality supports which align with the aspirations of participants;
- Positive contribution to the motivation and morale of the Holdsworth team;
- Evidence of accurate and relevant recording and reporting of data.

C. Signed Agreement:

Signed by Employee:

Date:

Signed by Manager:

Date: