



Position Description

POSITION NAME	HACC Development Officer
DEPARTMENT	Aged & Regional Community Services
LOCATION	Dubbo
REPORTS TO	Senior Manager Aged & Regional Community Services
DIRECT REPORTS	Nil

SERVICE DESCRIPTION

The HACC Development Officer provides a range of support, resource and information services to HACC-funded agencies, other organisations and groups providing for the benefit of the HACC target community in Orana Far West. This incorporates the local government areas of Balranald, Bogan, Bourke, Brewarrina, Central Darling, Cobar, Coonamble, Dubbo City, Gilgandra, Narromine, Unincorporated Area NSW, Walgett, Warren, Warrumbungle, Wellington, Wentworth.

POSITION OBJECTIVE

The HACC Development Officer is accountable to the Senior Manager Aged & Regional Community Services and has responsibility for:

- Strengthening the capacity of the HACC service infrastructure to deliver quality services, which respond to client needs, including special needs groups.
- To strengthen interagency and community relationships and understanding of HACC .
- Promote better practice in the development of a strong, cohesive community care system.
- Provide information about objectives and guidelines of the HACC Program and any other relevant Government policy and guidelines to HACC funded agencies and related community care services.

CareWest
Position Description: HACC Development Officer

KEY RESULT AREA 1 SERVICE DELIVERY

Outcome: Provide effective support and information to HACC services across Orana Far West.

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none"> 1. Inform current and potential service users, relevant government agencies, health, community care, disability service providers and the community about the HACC Program and the services it offers 2. Build and generate social capital through establishing, maintaining and participating in networks, partnerships and links within and across relevant sectors 3. Support and be a resource for local HACC networks and individual HACC funded agencies 4. Provide information to HACC funded agencies on Program policies and guidelines such as the HACC National Guidelines, the HACC Service Standards, referral and assessment protocols and reporting requirements such as quarterly MDS reports 5. Support and inform HACC-funded agencies on policy implementation and policy changes, in partnership with ADHC regional staff 6. Support groups of HACC services that wish to consolidate their activities in order to achieve greater efficiency or higher quality services 7. Share and disseminate good practice and local, state, national and global initiatives and research 8. Promote better practice towards a cohesive community care sector 9. Assist with identification and prioritisation of regional needs through the regional planning processes 10. Collate views and information from service users and providers to peak and government agencies to improve the service system 11. Provide governance information, including addressing management committees and participating in organisational planning days 12. Participate in relevant policy development process 13. Facilitate HACC funded and related community care agencies information, resources and relevant training 14. In consultation with ADHC, develop strategies to identify and address the training needs of HACC-funded organisations. 15. In collaboration with any other development worker(s), contribute to project and service system planning by identifying shared goals and complementary strategies 16. Contribute to a work environment of co-operation and respect for all employees, free from bullying and harassment 17. Uphold, maintain and adhere to CareWest 	<ul style="list-style-type: none"> • Efficient and effective regional HACC infrastructure to deliver quality services. • HACC-funded agencies and networks operating from a strong knowledge base • Productive cohesion and network between HACC and other relevant community care services • Input from the service sector into the regional planning process • Improved understanding of the HACC and related community care programs for agencies and the community

CareWest
Position Description: HACCC Development Officer

<p>standards in-line with the Code of Conduct and policies and procedures</p> <p>18. Be a positive, willing, contributing and adaptable member of the team at all times</p> <p>19. Additional, appropriate duties which may from time to time be required, allocated or directed</p>	
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CareWest
Position Description: HACC Development Officer

KEY RESULT AREA 2 ADMIN AND REPORTING OPERATIONS

Outcome: To ensure the smooth operation of the administrative function supporting the Service

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none"> 1. Submit written monthly reports and updates as required to the Senior Manager and participate in reporting requirements on the day to day operations of the CareWest Case Management Programs for inclusion in the reporting processes to ADHC 2. It is an absolute requirement that confidentiality be maintained in relation to the affairs of CareWest, clients, agents, and personnel. This confidentiality agreement remains in force during and beyond any period of employment no matter what the reasons for any discontinuance of employment. 3. Attend to accurate recordkeeping, written client records and administrative records in accordance with policies and procedures 4. Maintain accurate data collection to assist in service delivery reporting processes 5. Additional appropriate duties, which may from time to time be required, allocated or directed 	<ul style="list-style-type: none"> • Compliance with all reporting requirements are met • Confidentiality is maintained at all times • All records and files are current and accurate • Office administration processes are maintained to ensure effective operation • Service is delivered in accordance with the requirements of the ADHC funding agreement and Annual Work plan.

CareWest
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KEY RESULT AREA 3 FINANCIAL MANAGEMENT

Outcome: To contribute to CareWest and procedures.

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none">1. Adhere to all applicable finance policies and procedures2. Act within the framework of budgeting considerations and constraints and appropriate for position delegations3. Additional appropriate duties, which may from time to time be required, allocated or directed	<ul style="list-style-type: none">• Adherence to budget and funding specifications• Adhere to finance related policies and procedures• Delegations appropriate to the position are managed to determine budget and in a fiscally responsible manner

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KEY RESULT AREA 4 PERSONAL DEVELOPMENT

Outcome: To actively strive for continual professional and personal development.

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none">1. Participate in training as required and as identified through performance reviews2. Actively participate in regular supervision and performance planning and review sessions3. Additional appropriate duties, which may from time to time be required, allocated or directed	<ul style="list-style-type: none">• All training needs are attended to as required and as available• Attends and participates in supervision and performance review process and responds to feedback and development opportunities as required

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KEY RESULT AREA 6 COMMUNITY INVOLVEMENT

Outcome: Relationships with key stakeholders within the community are effective and productive

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none"> 1. As Community Involvement forms one of the key functions of this role, the majority of responsibilities and duties fall within the Service Delivery Key Result Area 2. Maintain effective working relationships and develop partnerships with key stakeholders within local communities 3. Participate in processes that identify support opportunities within the community, addresses unmet needs and develops appropriate support services 4. Be familiar with and advocate the full range of services provided by CareWest in supporting the community 5. Maintain excellent public relations 6. Additional appropriate duties which may from time to time be required, allocated or directed 	<ul style="list-style-type: none"> • Key stakeholders report satisfactory relationships • Works to develop and optimise professional networks across the local communities, to the benefit of the client target group • Opportunities for cross referral are explored and optimised • The Service and CareWest maintains a positive public image

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KEY RESULT AREA 5 OCCUPATIONAL HEALTH AND SAFETY

Outcome: To ensure a safe environment for all CareWest staff and clients at all times.

Responsibilities & Duties	Performance Indicators
<ol style="list-style-type: none"> 1. Follow all policies, procedures and safe work method statements and use all equipment and substances according to relevant legislation 2. Take responsible care for self and others who may be affected by actions and work activities 3. Participate in OHS consultation and other communication forums 4. Monitor workplace and activities for hazards and take correction action as necessary 5. Report all hazards, incidents, injuries or illnesses within appropriate timeframes 6. Attend training and/or follow up to ensure understanding of all relevant instructions and information 7. Additional appropriate duties which may from time to time be required, allocated or directed 	<ul style="list-style-type: none"> • Compliance with CareWest policies, procedures, SWMSs and MSDSs • Acts as role model for OHS awareness and fosters and supports a safe working environment • Understands and actively participates in consultation process • Hazards within area of responsibility are managed proactively or reported to supervisor • All hazards, incidents, injuries and illnesses are reported as required within required timeframes • Participates in all emergency and evacuation drills and all required OHS training at appropriate time, as directed

SIGNIFICANT WORKING RELATIONSHIPS

Internal

- Senior Manager Aged & Regional Community Services
- Staff of Aged & Regional Community Services
- Other CareWest staff located at the Dubbo outreach site
- CareWest staff located in other parts of the organisation

External

- HACC funded agencies and community groups in the Orana Far West
- HACC Networks
- ADHC
- Other HACC Development Officers

PERSON SPECIFICATION

Qualifications and Training

- Relevant tertiary qualifications in social sciences or equivalent

Knowledge and Experience

Essential

- Extensive experience in HACC service delivery or similar
- Demonstrated knowledge of the HACC program and current HACC issues
- Sound knowledge and commitment to the principles of community care and community development
- Well developed negotiation, facilitation and teamwork skills
- High standard of written and verbal communication skills with capacity to effectively communicate at a range of levels including special needs groups
- Highly developed research and analytical skills
- High level of computer literacy
- Proven ability to work in an unsupervised environment

Desirable

- Previous experience in the management of HACC services

Other requirements

- Pass a Police Check and a Working with Children Check
- Advise CareWest in writing of any conditions which may impact ability to carry out the responsibilities
- Ability to be flexible with work hours to meet reasonable demands of the position
- Must possess a current Australian driver's license and be prepared to travel

