



Position Description: Program Officer

Classification	SACS 3
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to	Service Coordinator or General Manager
Working environment	Any location where The Parkside Foundation provides support services

OUR VISSION

To live a full life with purpose

MISSION STATEMENT

To ensure The Parkside Foundation is the first choice of service provider for Tasmanians living with disability and the first choice for Tasmanians seeking aged care.

OUR CORE COMPETINCIES

Personalised, quality service. Family –orientated. Responsive and adaptable.

OUR VALUES

We listen to those we support and to each other. We respect family and those closet to our clients. We deliver results and help people to reach their goals.

POSITION SUMMARY

At this level, a Program Officer may be required to supervise lower classified staff or volunteers in their day-to-day work. A Program Officer may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation including managing the day-to-day operations of a disability support service. Employees are responsible for managing and planning their own work within the work area under the direction relevant manager or coordinator.

In consultation with the Coordinator or General Manager, the Program Officer will develop, implement, review and evaluate a range of innovative and flexible activities for participants supported by our organisation. The Program Officer will review and update participant information in conjunction with key stakeholders.

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Position Description: Program Officer

Code of conduct

All employees must support the philosophy of the Organisation and abide by the code of conduct.

Workplace Health and Safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the organisations occupational health and safety policies and procedures.

Performance review

A Performance Review will be conducted using the Organisations Performance Management Process.

Service Objectives

To provide participants with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life in line with their goals and aspirations. The employee is expected to operate with:

- A high level of commitment to the organisation
- Efficient follow through of any tasks until completion or as otherwise agreed with by the site coordinator/manager or delegated staff
- Consideration, understanding and respect for all participants, their families and stakeholders
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, coordinators, managers, external partners and other staff

Level of Responsibility

This position is directly responsible to their line manager for all aspects of service delivery and organisational management whilst at work. The performance of this position is subject to general guidance by the immediate supervisor of the relevant program in which the Program Officer is working. The Program Officer is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

At this level, the Program Officer will be required to assist in a range of functions and/or contribute to interpretation of matters for which there may not be clearly established practices and procedures. This will be undertaken under general guidance of the employee's immediate line manager.

Supervision

A Program Officer at this level works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

At this level the Program Officer may be required to supervise employees at a lower classification in their day-to-day work.

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Position Requirements

- An awareness of the organisation's Strategic Plan objectives
- Ensure that the individual needs of participants are met and maintained, specifically in developmental, social, recreational and emotional needs and that the support provided is in line with the rules of the National Disability Insurance Scheme (NDIS), the NDIS Quality and Safeguards Commission and policies and procedures of the Organisation
- Display respect, empathy, understanding and patience towards participants, carers their families and stakeholders at all times
- Maintain confidentiality of participants, their families, key stakeholders and the organisation
- Respect each person's right to privacy and dignity
- Model appropriate, non-discriminatory behaviour at all times
- Enhance the quality of life, encourage the aspirations of participants and support them to achieve their goals
- Under the direction of General Manager or Coordinator, develop program activities across a range of locations within established procedures
 - Communicate appropriately with participants, families and stakeholders, encouraging and upholding participant rights in decision making
 - Draft budgets for activities, working within allocated resources and report potential deviations to the General Manager
 - Maintain receipts according to established policies, procedures and protocols
 - Consult with participants, families or key stakeholders to establish individual participant supports
- Service Evaluation, Planning and Implementation
 - Work with the Disability team to ensure implementation of supports and programs
 - Regularly review programs to ensure they meet participants needs and provide sufficient diversity in line with participant goals
 - Assist to develop and implement an appropriate process for gaining feedback from participants, families and stakeholders
 - Assist General Manager and Coordinators with evaluation and development of forward planning
- Establish and maintain a professional relationship with colleagues and service providers
- Engage in personal and professional development
- Manage, plan and organise own work and that of employees of a lower classification
- Provide written and verbal reports as required
- Attend and participate in regular meetings as required
- Ensure organisational policies and procedures and protocols are adhered to
- Work site is kept clean and secured, faults and damage are reported to supervisor
- Take responsibility for your own emotional and physical well being
- Take part in debriefing when required
- Communicate any difficulties in a timely and appropriate manner to your supervisor
- Identify and report hazards within your work environment
- Use the Grievance Procedure of the organisation to resolve conflict
- Other tasks as required

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Qualifications

- Completion, or ability to attain Diploma in Disability or Community Services, or
- Relevant qualification or the ability to work toward this level of qualification, or
- Experience attained through previous appointments, service or study
- In –depth knowledge of the NDIS and the NDIS Quality and Safeguards Commission is highly desirable

Other requirements

- Current unrestricted Tasmanian manual Driver’s licence
- Computer and keyboard skills including familiarity with Microsoft applications and the ability to acquire a working knowledge of other computer applications
- Current Medication endorsement “Administration of Drugs in Non-Institutional Settings”
- Required to maintain a current Level 2 First Aid Certificate
- Required to provide a Working With Vulnerable People card
- Provision of a satisfactory pre-employment medical and fitness report

Selection Criteria

- Demonstrated knowledge of the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguards Commission and how this relates to support provision for participants.
- Demonstrated ability to relate to and provide a positive approach to the rights of people with living with disability, their families and key stakeholders
- Have a creative and lateral thinking approach to implement, develop, assess and evaluate programs for participants in a broad range of areas including independent living skills, social skills, recreational opportunities, community participation and short term accommodation
- Demonstrated high level verbal and written communication skills and ability to communicate at varying levels
- Demonstrated well-developed interpersonal skills including experience in conflict resolution and effective listening
- Ability to work closely with external providers, community organisations and key stakeholders
- Use initiative and remain calm in emergency situations and crises.
- Demonstrated ability to provide guidance in a work environment and the ability to work in a team
- Have advanced computer skills including Microsoft Office products, and email applications and the ability to acquire knowledge in other software applications

Signatures

Signed for and on behalf of the Organisation:

Name:

Signature:

Position:

Date:

The employee

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

Name:

Signature:

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