

Position:	Garden Care Scheduler and Administration Officer
Classification:	SCHCADS Grade 3 (Salary Packaging is available) Above Award conditions apply
Hours:	24 hours per week (across 4 days)
Responsible to:	Garden Care Coordinator

This position description is not a comprehensive list of responsibilities or criteria. The position's incumbent will be aware that the position is to provide scheduling and administration support to a dynamic service (Garden Care) based upon growing community need and that outcomes and activities may change over the course of time.

REPORTING & ORGANISATIONAL CONTEXT

The Garden Care Scheduler and Administration Officer is responsible to the Board of Directors of Canterbury City Community Centre through the Garden Care Coordinator.

Position Objectives

- To provide scheduling and administrative support to the Garden Care program
- To provide a service which assists eligible people over 65 within the Inner West and South West Sydney Aged Care Planning Region to maximise their independence and wellness.
- To provide a consumer directed service that is responsive to the needs of individual clients

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Criteria:

- Qualifications or demonstrated experience in Office Administration
- Computer skills, including Outlook, Word, Sharepoint and entering data into a database
- Experience, qualifications and/or knowledge of the community sector
- Empathy and understanding of issues impacting older people and their families
- Demonstrated ability to work well with people from all backgrounds
- Strong people skills and experience managing client needs and feedback
- Understanding of Consumer Directed Care and the rights of consumers to receive good quality services based on choice and control
- Time management, ability to self-manage, problem solve, work with competing priorities to ensure a positive experience for our consumers.

Desirable Criteria:

- Cross cultural skills
- Understanding and experience of working with disadvantaged communities
- Understanding of volunteer management issues

- Understanding of the Strengthened Aged Care Standards and the Aged Care Act

PRINCIPAL DUTIES

Garden Care Scheduling

- Identify clients due for an annual Garden Care service (run database report)
- Contact clients and families to book appointments for their Garden Care services
- Notify internal lawn mowing clients of scheduled mow
- Roster staff and resources into the Outlook Calendar
- Respond to calls on Teams – Garden Care Messages
- Confirm appointments the week before with clients and families
- Reschedule on short notice as required
- Upload the details into the CIVI database
- Email, phone or SMS the volunteers regarding the weekly calendar and any upcoming training or information they require
- Deal with issues around complaints, appointments and gardens.

Administration

- Enter all relevant information on clients, volunteers, contractors and staff into the database
- Process documentation and provide administrative support to program staff
- Write and distribute team meeting minutes and agendas
- Ensure client data is properly maintained
- Answer the phone, take messages or provide information as appropriate
- Call clients back in a timely fashion
- Take and record feedback on the Feedback register from clients, carers or family members
- Ensure complaints and feedback are responded to in a timely manner
- Monitor supplies and order stock, stationery and consumables through 4cs purchasing processes
- Ensure maintenance of Garden care equipment is undertaken as needed
- Book in clean up of The Cottage by GC field staff as required

Fleet Maintenance

- Maintain a system to monitor and book the GC utes for service and registration and schedule this into calendars and advise relevant staff

Effective workplace relationships

- Maintain effective working relationships with Centre staff
- Participate in Centre activities such as all staff team meetings, planning days and training
- Establish and maintain effective working relationships with clients

Risk Management

- Ensure a safe working environment for staff and volunteers
- Ensure CCCC obligations under the Work Health and Safety Act are met
- Identify any risks and hazards at site assessments and raise with Garden Care Coordinator
- Ensure complaints and feedback are responded to in a timely manner

Reporting and Compliance

- Ensure service is operated according to the Strengthened Aged Care Standards
- Using internal 4cs reporting systems to record Garden Care incidents, feedback and complaints

Financial Management

- Check and submit Easy Care Gardening invoices for payment to Financial Administrator
- Adhere to the Centre’s Financial procedures for the smooth operation of the GC program

Other

- Adhere to the Centre’s Code of Behaviour and Policies and Procedures as contained within the Centre’s Policy & Procedure manual.

X

Employee's Signature

X

Date

X

Employee's Name

X

CEO's Signature

X

Date

X

CEO's Name