



Blue Mountains Food Services Inc., (BMFS) is a not for profit, non-government organisation that provides a valuable community service to residents living in the Blue Mountains local government area.

ROLE DESCRIPTION – PROGRAM SUPPORT OFFICER

Position Title	Program Support Officer
Location	25 Livingstone St LAWSON 2783
Employment Type	Part Time
Hours of Employment	25 hours per week – 5 days per week (8am – 1pm) (subject to review)
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisor	General Manager
Direct Reports	Nil
Key Relationships	Volunteers, Clients and Cooks

THE NATURE OF YOUR ROLE

The Program Support Officer is responsible for supporting the operations of the office and BMFS programs including:

- Responding to phone enquiries from clients and volunteers
- Providing office supports as directed
- Responding to volunteer intake enquiries
- Assisting with the rostering and administration of volunteers as required
- Coordinating personal care services
- Coordinating social support services
- Supporting the good working of BMFS programs
- Supporting the General Manager as required
- Other office supports as required.

ROLE RESPONSIBILITIES

General Office Support

Daily

- Answer phone calls and resolve client and volunteer enquiries where possible in a professional manner
- Data entry as required
- Assist with administrative and distribution tasks as required.



Weekly

- Repack the nominated freezer each Monday morning accurately.

Volunteer Processes Support

Daily and as required

- Respond to initial volunteer enquiries received professionally and in a timely manner
- Respond to NSW Meals on Wheels Volunteer referrals and action accordingly within 48 hours of receiving the referral
- Send out Volunteer Information Packs for all new volunteer enquiries within 24 hours of being requested
- Organise monthly Volunteer Information Sessions as required
- Accurately create new approved Volunteers in Polixen including all required records
- Deactivate exited volunteers in Polixen
- Send a thank you letter and appreciation certificate and exit survey when a volunteer ends their volunteering service within 48 hours of being notified. Ensure that the General Manager is advised via email that a volunteer is ending their service
- Record exit survey results accurately in the relevant database and advise the General Manager of any significant feedback
- Make accurate ad hoc rostering changes by volunteers if required including liaising with relevant Program area or Worker
- Contact volunteers in a timely manner when required regarding roster changes, enquiries, events and other operations
- Assist relevant Program areas to operate effectively by backfilling gaps in volunteers if required.

Monthly

- Run the Document Expiry Report (volunteers), check and obtain updated information for the following volunteer records:
 - Drivers Licence (Admin, Meal Delivery and Social Support volunteers)
 - Vehicle Registration (Admin and Social Support volunteers)
 - CTP (Admin and Social Support volunteers)
 - Comprehensive Insurance (Admin and Social Support volunteers)
 - Police Check or NDIS Worker check as appropriate (all volunteers).
- Run the Document Expiry Report (staff), check and obtain updated information for the following Staff records:
 - Drivers Licence (All staff driving company vehicles or driving their own vehicle on BMFS business)
 - Vehicle Registration (All staff driving their own vehicle on BMFS business)
 - CTP (All staff driving their own vehicle on BMFS business)
 - Comprehensive Insurance (All staff driving their own vehicle on BMFS business); and
 - Police Check or NDIS Worker check as appropriate (all staff).



- Coordinate and process all new and expired staff and volunteer Police Checks with Meals on Wheels NSW (CHSP Programs) and coordinate the NDIS Worker check (Cook + Connect Programs) in a timely and accurate manner as appropriate
- Update all document expiry information for staff and volunteers in Polixen as appropriate in a timely and accurate manner
- Run the Volunteer Commencement of Service Report monthly to determine volunteer anniversaries and send an email to volunteers acknowledging the volunteer's years of service milestone.

Quarterly

- Send out approved volunteer rosters at least three weeks before the start of the quarterly roster period as required
- Prepare a summary report for the General Manager summarising volunteer exit survey results by the 15th of the following month.

Volunteer Recognition

- Prepare all certificates in accordance with the Volunteer Recognition Program Guidelines
- Organise prizes in accordance with the Volunteer Recognition Program Guidelines
- Assist with volunteer events as required.

Personal Care Services

- Responsible for coordinating approved Personal Care services including:
 - discussing with clients' their service provision needs according to their My Aged Care Support Plan
 - rostering a personal care worker to complete the Client Support Care Plan and other intake paperwork as required
 - ensuring that relevant Personal Care workers and third party agencies understand the specific care requirements for each relevant client according to the Client Support Care Plan
 - maintaining accurate and up to date rosters for resources (staff and agencies) including:
 - optimising rosters to minimise travel between clients
 - liaising with staff and agencies as necessary regarding the roster
 - ensuring all service and client notes reflect service provision only and are consistent with the client's BMFS Care Plan and are consistent with BMFS Creating Client Notes Guidelines
 - contact a new personal care client four weeks after start of services to ascertain satisfaction with services and record notes in Polixen to reflect the outcome of the follow up with the client.



Social Support Services

- Responsible for coordinating approved Social Support services including:
 - Completing the intake of social support clients including:
 - discussing with the individual client their service provision needs according to their My Aged Care Support Plan
 - identifying an appropriate volunteer to undertake social support services suitable for the client
 - in conjunction with the client and the assigned volunteer, document the BMFS Social Support Plan and Agreement
 - maintaining accurate and up to date rosters for volunteers (and staff if required) including liaising with volunteers (and staff) as necessary regarding the roster
 - overseeing and supporting volunteers undertaking social support services
 - coordinating agreed training of volunteers
 - contact a new social support client four weeks after start of services to ascertain satisfaction with services and record notes in Polixen to reflect the outcome of the follow up with the client
 - advising the Aged Care Intake and Services Officer of any significant change in services or circumstances of the client so they can update the My Aged Care Portal.

Community Restaurants

- Provide support to BMFS Community restaurant operations including:
 - Working with the relevant Cook on volunteer rosters if necessary
 - Checking and processing attendance records paperwork from each restaurant by the 5th working day of each month.

Record Keeping, Reporting and Other Duties

- Record in Polixen as agreed all relevant client/volunteer contacts/communication promptly but no later than the next business day including attachment of emails and other relevant documents
- Prepare for the General Manager the agreed monthly Volunteer “Demographics/Activity” Statistical Report as required by the 15th of the following month
- Assist as necessary in the preparation, despatch and recording of all client and volunteer surveys
- Update Cook + Connect Recipe cards as required
- Assist with accounts processing accurately and in a timely manner as required
- Print forms, labels, stickers etc for remote workers as required
- Backfill absent Program worker in emergency situations if suitably skilled and if required
- Assist the General Manager in administration and marketing/social media as required
- Undertake research as required
- Other duties as reasonably directed by Management.



Work Health & Safety

- Comply with Safe Work arrangements in accordance with the Work Health and Safety Policy and organisational and position related Policy and Procedures to achieve a safe workplace for all
- Only undertake tasks if it is safe to do so for yourself and any other person in close proximity
- Report any injury, incident or hazard to your supervisor.

General Policies

Comply with all BMFS Policies and Procedures including the BMFS Code of Ethics Agreement and BMFS Confidentiality Agreement.

Privacy and Confidentiality

Maintain privacy of all volunteer, client and employee information and comply with BMFS Privacy Policy and the Privacy Act.

OUR VALUES

All employees are expected to adhere to our values at all times as listed below:

- Integrity:** We will be guided by principles of honesty and transparency ensuring that all actions can withstand scrutiny.
- Respect:** We value an individual's cultural diversity and choices and value each person's individuality. We will act equitably when working with all people.
- Reliability:** We will do what we say we will do, and we will do it when we say we will do it.

WHAT WE REQUIRE FROM YOU

Experience, Qualifications and Personal Attributes

Essential:

- Previous experience in either the not-for-profit, community, disability or aged care sector
- At least 3 years' experience office administration work
- Experience working in a busy environment and able to cope well under pressure
- Strong time management skills including prioritising workloads
- Experience in juggling multiple responsibilities
- Demonstrated high level of oral communication skills
- Demonstrated experience in following instructions and procedures
- Strong attention to detail
- Ability to work autonomously and as a team member
- Sound understanding of professional and personal boundaries
- Sound Microsoft Office skills
- Strong alignment with BMFS values.



Desirable:

- Previous experience working with older people
- Previous experience working with volunteers
- Previous experience coordinating resources
- Certificate or other qualifications in Community Services, Aged care, Disability or any other relevant field
- Experience working with a CRM system
- Sound written communication skills.

AGREEMENT

I have read, understood and agree to the above duties relating to my position with BMFS.

I understand from time to time my role may vary and agree to perform ad hoc duties to the Company's expectations that are within my skills and capabilities.

I also agree to attend relevant training when required to ensure industry knowledge is current.

I acknowledge that employees who fail to take reasonable care of their own safety and/or the safety of others will be liable to disciplinary action.

Employee Name: _____

Employee Signature: _____ **Date:** _____

General Manager Name: _____

General Manager Signature: _____ **Date:** _____