

POSITION DESCRIPTION

1. POSITION DETAILS			
Position Title	Assistant Aged Care and Disability Manager	Designation & Classification Level	Level 8
Position No		Division	Community Services and Engagement
Business Unit	Community Services	Reports To	Aged Care and Disability Service Manager
Location	Various	Date Created	January 2025
2. POSITION CONTEXT			
Position Purpose	Summary/	The Assistant Aged Care Manager/Relief Care Coordinator plays a pivotal role in supporting the Clinical Aged Care Manager across all facets of service delivery. This position is also responsible for overseeing and coordinating Aged Care and NDIS programs during periods of absence of Care Coordinators within the Organisation. Key responsibilities include managing service delivery, supervising staff, allocating resources, monitoring compliance, and preparing reports. The role ensures the seamless continuation of administrative functions while upholding exceptional standards in the aged and disability care sector.	
3. KEY RESPONSIBILITIES			
<p>Administration & Reporting</p> <ul style="list-style-type: none"> • Ensure precise documentation and timely updates of client records • Utilize portals such as PRODA, MAC, Medicare, Centrelink, and internal systems effectively • Prepare and submit monthly reports to the Aged Care and Disability Manager • Oversee client records while ensuring data integrity • Address inquiries from clients and stakeholders promptly • Process invoices, orders, and receipts in accordance with procurement policies • Assist in account reconciliation and manage financial transactions efficiently • Organize meetings, compile reports, and draft professional correspondence • Coordinate travel and accommodation arrangements for staff seamlessly <p>Staff Supervision & Training</p> <ul style="list-style-type: none"> • Optimize staffing levels and coordinate schedules to ensure uninterrupted service • Identify skill gaps, develop and facilitate training for staff • Offer support and mentorship to Community Service Officers and Team Leaders <p>Service Delivery & Program Coordination</p> <ul style="list-style-type: none"> • Supervise the delivery of Aged Care services (CHSP and Support at Home) and NDIS during relief periods. • Track client contributions, including transactions from Medicare and Centrelink. • Ensure adherence to aged care regulations and service agreements <p>Organisational Sustainability</p> <ul style="list-style-type: none"> • Ensure the policies and procedures of Roper Gulf Regional Council are adhered to and all resources effectively deployed. • High level of contact with Coordinators and other Council staff members and suppliers and other work areas within the organisation. • Maintain the confidentiality of Council information and that of the users of the office. 			

Quality and Continuous Improvement

- Assist the Clinical Aged Care and Disability Manager in identifying, developing, maintaining, and promoting networks to enhance service visibility and ensure awareness of service availability, eligibility criteria, and associated costs
- Assist the Clinical Aged Care and Disability Manager in auditing and maintaining compliance in line with the Aged Care Act.
- Engage actively in safety protocols related to direct care responsibilities
- Contribute to ongoing improvement initiatives by participating in staff meetings, planning sessions, and feedback processes
- Take part in training programs and seminars to further enhance professional development and performance

Work Health and Safety (WHS)

All Council staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others.
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Council's Quality and Risk Management System
- Comply with the Council's WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements.
- Attend and actively participate in WHS and other mandatory training.
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety.
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work-related incident they witness, including bullying and harassment.
 - Hazards and incidents including any malfunction or inadequacies of equipment.
 - Correct minor hazards as applicable.

4. SELECTION CRITERIA

ESSENTIAL

1. Tertiary qualification, which may include Social Sciences, Aged Care Services, Nursing, Health Science or similar
2. Previous experience in an Aged and Disability Care management role
3. An awareness of Indigenous and First Nations cultural customs, practices and issues in remote locations and the ability to provide effective service delivery coordination in a cross-cultural environment
4. Demonstrated interpersonal, written and oral communication skills
5. Knowledge and understanding of case management
6. Knowledge, understanding and experience working with vulnerable people, such as aged care, disabled people, childcare or similar
7. Knowledge of Food Safety, Workplace Health and Safety Regulations within the Aged Services Industry or similar
8. Demonstrated proficiency in using a wide range of IT applications, including Microsoft Office suite
9. Able to meet the inherent requirements of the position both physically and mentally

DESIRABLE

1. Previous experience in a Local Government environment
2. Previous experience in an NDIS environment
3. Provide current First Aid Certificate and/or willingness to participate in relevant training

MANDATORY REQUIREMENTS

1. Be an Australian Resident or provide the current, relevant Visa to work within Australia (Please note that RGRC do not currently undertake sponsorship)
2. Current Criminal History Check (issued within three (3) months) or undertake Criminal History Check prior to commencement of employment and renew as required throughout period of employment, or as per the Criminal History Check Policy

3. Must meet mandatory vaccine requirements – COVID19 and up to date Fluvax
4. Current Northern Territory “C” Class Drivers Licence with manual driving capacity or ability to obtain, and willingness to work in remote communities.
5. Current Working with Children Clearance (OCHRE Card) required at the commencement of employment or a current receipt of an application for an exemption to be approved by SAFE NT.
6. Current NDIS screening Check (or willingness to obtain).
7. NDIS Worker orientation Module (or willingness to complete).
8. Ability, or proven ability, to meet KPIs.
9. Able to meet inherent requirements of the position both physically and mentally.

5. ACKNOWLEDGEMENT

GENERAL MANAGER	<i>T. Hopp</i>	Date Approved: <i>19/6/2025</i>	Signature: <i>J. Phillips</i>
Employee Name		Date:	Signature: