



### POSITION DESCRIPTION

<b>Title:</b>	<b>Program Support Worker (Wagga OOHC &amp; NPSS)</b>
<b>Enterprise Agreement:</b>	Community Sector Multiple Enterprise Agreement 2009
<b>Classification:</b>	<i>Community Service Worker Level 2, Grade 2</i>
<b>Usual work location:</b>	257 Lake Albert Road + 12 Church Street (Wagga Wagga, NSW 2650)
<b>Cost Centre:</b>	511 / 515
<b>Usual hours of work:</b>	Full Time
<b>Position Objective:</b>	To provide service level support for the Non-Placement Support Services (NPSS) and Out of Home Care programs in Wagga. Support includes a range of office administration duties and operational support to staff across broad teams.

**Position Responsibilities (NPSS)**

- Ensure that appropriate staff have access to information required to complete work allocated. This includes but is not limited to, job information sheets, client information documentation, risk assessments and management plans, behavior intervention plans.
- Work alongside NPSS Coordinator to support NPSS daily operations.
- Work alongside NPSS staff to ensure quality control of reports including and not limited to review of contact reports, transport, youth work and cancellation reports.
- In collaboration with NPSS Coordinator assist with work allocations and scheduling.
- Ensure smooth operation of room, car and equipment bookings.
- In collaboration with NPSS Coordinator attend to program petty cash requirements as required.

**Position Responsibilities (OOHC)**

- Provide administrative support to Case Management and Carer Assessment teams including;
  - Scanning and filing client information
  - Data entry
  - Coordinate collection and collation of information and documents from various sources
  - Assist with financial tracking of expenditure in relation to individual clients;
  - Assist with event planning

**Position Responsibilities (General)**

- Work alongside OOHC Manager and Coordinators to support daily operations.
- Display sensitivity and acceptance of all stakeholders irrespective of race, culture, gender, lifestyle or moral code
- Engage in regular supervision
- Other duties as required from time to time

**Key behaviours:**

Communication

*Communicates clearly and accurately – listens to and understands the views of others.*

Flexibility

*Recognises and responds to unanticipated events and requirements or sudden changes of priority.*

Outcome focused

*Identifies and accomplishes challenging objectives by doing whatever is necessary to achieve the goal.*

Team Building

*Promotes the achievement of results through cooperation and joint efforts between team members.*

**Key Requirements:**

Key skills

- Ability to problem solve and manage competing priorities effectively.
- Highly developed organizational skills.
- Proven ability to work independently on required tasks and work as part of a team.
- Excellent verbal and written communication skills including interpersonal, report writing, outstanding computer literacy, liaison and networking.
- Ability to work as a member of a team to provide quality services to children and young people in the out of home care system.

Key knowledge areas

- Sound administrative skills including excellent computer literacy and organisational skills.
- Some understanding of Non-Placement Support Services, as currently operating in NSW.
- An understanding of the needs of children and young people who have entered or are about to enter the out of home care system.

**Key experience:**

- Administrative Support, preferably in the human services sector.

**Qualifications:**

Relevant diploma or other tertiary qualification

**Reports to:**

**Wagga Office Manager, with operational support through relevant Coordinators.**

**Direct reports:**

Nil