
Position Description

Program Support Officer

Employment type: Part time (0.8FTE), 4 days a week

Reports to: General Manager Community Care

Position location: RERC Head Office (Fitzroy)/ Working from home

Direct reports: None

About the organisation

Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is a charity and the leading community organisation founded in 1984 to represent interests of Russian speaking people living in Victoria. RERC provides a range of community services funded by state and federal governments to support elders, people with disabilities, and disadvantaged people with CALD background. Our current services are delivered under the Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) program, Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in home care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

This role is responsible for providing high quality customer service to clients and external stakeholders and administrative support to RERC staff. The role is the first point of contact for consumer and stakeholder enquiries and contributes to month end reporting activities.

Key Accountabilities

Customer Service

- Provide professional support and customer service to RERC clients and stakeholders - including consumers and their representatives, MAC assessors, other agency representatives, community members and the general public.
- Answering telephone in a professional manner, transferring calls efficiently, taking accurate messages and relaying messages promptly.
- Provide general service information as well as information of service availability based on specific service type and region, as per management instructions.
- Ascertain information in relation to queries and direct these to an appropriate staff/ database or escalate to management.
- Enter accurate and relevant client information into RERC care management system.
- Maintain a register of enquiries and ensure critical enquiries are addressed.

Data Entry

- Contribute to DEX month end reporting process by collecting and recording service outputs and entering data for relevant service segments into RERC care management system or other systems, via either direct entry or data import facility.
- Reconcile data against relevant information sources and other databases.
- Ensure accuracy of data entered, rectify errors as required.

Russian Ethnic Representative Council of Victoria Inc

Address: 118 Greeves Street, Fitzroy, VIC 3065
Postal Address: PO Box 2811, Fitzroy, VIC 3065

Phone: 03 9415 8175
Email: info@rerc.org.au

Website: rerc.org.au
ABN: 91 549 424 794

Administrative Support:

- Preparing and sending client invoices/ statements, newsletters and other program related mailouts.
- Collating printed materials for client welcome packs and other relevant materials.
- Completion of postage services for Head Office, collecting, sorting, and distributing incoming and outgoing mail.
- Ensure printing/ scanning/ photocopying facilities are stocked and available for use.
- Completion of stationery and amenities ordering on a regular basis.
- Preparing and mailing out support materials (e.g. badges, personal protective equipment) to staff members.
- Provide administrative and logistical support to staff meetings and RERC major events.
- Address site maintenance issues with trades and landlord representatives.
- Contribute to site OHS assessments and provide administrative support to internal OHS Committee.

Other Duties & Requirements of the Position

Other Duties	<ul style="list-style-type: none">• Attend and participate in staff meetings & mandatory staff training as required or directed by the RERC management.• Other reasonable duties as requested from time to time, completed effectively and within given time frames.
Requirements	<ul style="list-style-type: none">• Capacity and willingness to work within the ethos of the RERC.• Dignity, Privacy and Confidentiality: ensure that the personal dignity and privacy of all clients, their representatives and other staff are maintained, and that all interactions with clients and their representatives are treated confidentially.• Professional boundaries are to be adhered to at all times.• Work in accordance with the RERC Code of Conduct, workplace policies and guidelines.• Responsible for checking their electronic correspondence including but not limited to email and other relevant systems to ensure they are up to date with any changes.

Skills, Attributes and Knowledge

Essential

- 3+ years' experience in service or program administration in a comparable role.
- Highly service orientated, with strong customer focus and commitment to providing excellence in customer service.
- Professional and empathic telephone manner.
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders, liaise and communicate both internally and externally, in a professional and ethical manner.
- Strong communication and negotiation skills with the ability to apply conflict resolution skills to diffuse situations.
- Ability to collect, summarise and provide timely, accurate and relevant data, maintain systemic records in relevant databases.

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- Organisation, prioritisation and time management skills to organise own work, to establish priorities and meet deadlines.
- Ability to understand, interpret and follow program guidelines to ensure compliance and continuously improve quality.
- Demonstrated strong administrative skills including word processing, data entry and filing.
- Bilingual: fluent verbal and written English and Russian are essential.
- Competence in the use of Microsoft Word/Excel, email and internet.
- The ability to use office equipment such as photocopiers/ scanners and folder-inserter machines.
- Proven ability to accurately record and retrieve information using a database system.
- Community minded and able to display empathy to client and stakeholder groups.
- Personal integrity and ability to deal with matters confidentially.

Desirable

- Previous experience in aged care, disability or health sector.
- Knowledge of CHSP and HCP programs.
- Qualification in business administration field.

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