

PRONIA POSITION DESCRIPTION

Position Title	Respite Program Officer
Position Holder	Vacant
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Salary	Remuneration is in accordance with the above award and dependent on qualifications and experience.
Salary Packaging	Salary Packaging is offered with this position.
Employment Status	3 days per week (FTE 0.6) Fixed Term until 30 June 2027
Position reports to	Community Support Programs Coordinator
Location	Flexible location Brunswick or Oakleigh office (travel required across Melbourne Metropolitan areas)
Other	<ul style="list-style-type: none"> • COVID-19 vaccination highly recommended. • Fully influenza vaccinated and remain vaccinated annually for the duration of employment highly required

Organisation Background

PRONIA, meaning “to provide” is an established community services agency with a rich 50-year history servicing the needs of the culturally and linguistically diverse backgrounds, including the Australian-Greek community. We advocate for the vulnerable and provide innovative services to meet current and emerging multicultural community needs.

PRONIA’s programs focus on providing direct services, including counselling, information provision, and crisis intervention, community education as well on the delivery of specialist services in aged care, disabilities, family and children’s programs. All services are delivered in a linguistically and culturally appropriate manner with a commitment to enhance individual’s capacity and build community capital.

Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.

Our Statement of Purpose

To empower vulnerable members of the Australian - Greek Community to reach their full potential. This will be achieved predominantly by undertaking service provision and complimented by ancillary services, which support our clients including advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.

Role Purpose

Flexible respite aims to support care relationships between care recipients and their carers. Flexible respite enhances the wellbeing and quality of life of both care recipients and their carers. Importantly, the program provides the opportunity for older people with care needs to remain living independently in their homes and their communities for longer.

Flexible respite supports carers by providing them with a short break from their caring responsibilities, whilst the care recipient has their needs met by a trained carer. Flexible respite provides for a paid carer to stay for a few hours or overnight in the care recipient's home or to go on outings with the care recipient such as shopping or an appointment.

This program is funded by the Commonwealth Home Support Program (CHSP) and involves a small financial contribution.

Key Responsibilities

Program & Service Delivery

- Promote the service to carers and the Greek and wider community.
- Recruit carers and care recipient participants to participate in the program.
- Provide information to the care recipients and their carers with enquiries about the respite program.
- Monitor the My Aged Care portal, to assess and commence eligible care recipients for the respite program across the North, West and Eastern regions of Melbourne.
- Respond and facilitate care recipient referrals within 3 workdays as a maximum.
- Undertake all administrative tasks attached to the position.
- Monitor the care recipients needs, including any changing care and wellbeing needs, plan and communicate the care needs to primary persons in accordance with relevant legislation and guidelines.
- Identify and respond to any changing needs of the care recipients including updating /modifying the care plan.
- Maintain care recipient and carer information systems to ensure accuracy and currency.
- Maintain active engagement with the care recipients through regular telephone contact and home visits.
- Maintain program utilizations as per contractual obligations.
- Implement the Unit's business plan and objectives
- Seek opportunities for growth, identify potential changes and enhancements for a sustainable program delivery including work processes, performance and quality.
- Establish and maintain contacts with local and regional community & aged services and develop effective working relationships with these organizations
- Act as consultant to mainstream service providers to represent and advocate for CALD needs and promote the development of culturally sensitive services.
- Maintain program utilizations as per contractual obligations.

- Prepare monthly accountability and progress reports and take part in the periodic, written reviews.
- Promote and develop teamwork amongst the unit staff and maintain inter unit communication.
- Ensure adherence to OHS policy and procedures and safe working practices
- Implement the Unit's business plan and objectives.

Safeguarding Children and Young People

PRONIA takes child protection seriously, you are required to meet the behaviour standards outlined in our Code of Conduct. All employees receive a copy of the Code of Conduct as part of their induction.

Therefore, as a part of your duties and responsibilities, you are also required to:

- Provide a welcoming and safe environment for children and young people;
- Promote the safety and wellbeing of children and young people to whom we provide services;
- Ensure that your interactions with children and young people are positive and safe;
- Provide adequate care and supervision of children and young people in your charge;
- Act as a positive role model for children and young people;
- Report any suspicions, concerns, allegations or disclosures of alleged abuse to management;
- Maintain a valid Working with Children Check (if applicable to role); and
- Undergo periodic 'national criminal history record' checks and report any criminal charges or convictions you receive during the course of your employment that may indicate a possible risk to children and young people

Safeguarding our Employees

At PRONIA we recognise that family violence is a gendered issue which is evident across the life span, is a complex and serious community issue, embedded in all types of care relationships, regardless of age, gender, sexual orientation, culture, religious beliefs and socio-economic status. Family Violence (and Elder Abuse) have immediate and long-term impacts on the physical, psychological and social health and wellbeing of those affected which includes adults and children.

PRONIA takes supporting employees impacted by Family & Domestic Violence seriously, therefore:

1. We offer employees impacted by family & domestic violence; 10 days paid leave annually (non-cumulative)
2. We will ensure all details are kept confidential
3. If required, we will develop and action workplace safety planning strategies
4. We will provide referrals to appropriate support services
5. We will provide specialised training for nominated persons
6. All employees impacted family & domestic violence will also have access to able to access flexible working arrangements, annual leave, personal leave, long service leave as necessary

- 7. All employees will be protected against discrimination as a result of disclosure, experience or perceived experience of DV.

By respecting the decisions of the service users and offering a range of options, PRONIA professionals have a vital role in ensuring the safety and wellbeing of health needs are met, inclusive of a patient’s safety.

Mandatory Requirements
<ul style="list-style-type: none"> • National Police Record Check. • Current Driver License and access to own vehicle. • Own IT infrastructure at home to enable work from home capabilities
Professional Experience
<ul style="list-style-type: none"> • Appropriate tertiary qualifications preferably in Social Work / Health/ Welfare / Education or related fields. • Demonstrated experience in a similar program/service within the community or aged or disability sector.
Knowledge and Skills
<ul style="list-style-type: none"> • Excellent communication skills including report writing and oral skills. • Awareness of aging issues, especially for Greek carers and broader community. • Greek verbal communication skills. • Experience in using strategies to meet utilization goals, including negotiation, decision making and problem-solving skills.
Personal Qualities
<ul style="list-style-type: none"> • Willingness for self-development. • Capacity to problem solve. • Excellent time management skills. • Collaborative work style. • Capacity to work independently.

Signed for by the Employee as acceptance of the position description.	Name:	
	Signature:	Date: