SCHEDULE 2

POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Title of Position</th>
<th>Executive Officer</th>
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<tbody>
<tr>
<td>Type of Appointment</td>
<td>Common Law Contract- 5 years</td>
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<tr>
<td></td>
<td>Fulltime</td>
</tr>
<tr>
<td>Location</td>
<td>Port Lincoln</td>
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<tr>
<td>Responsible to:</td>
<td>The Chair of the Board of Directors for West Coast Community Services Incorporated (WCCS Inc)</td>
</tr>
<tr>
<td>Liaises with:</td>
<td>The Commonwealth Department of Health, State Department for Communities &amp; Social Inclusion, Disability SA; other funding bodies, non-government and government service providers</td>
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<tr>
<td>Staff Management</td>
<td>Quality Manager, Senior Care Manager, Business Manager, EC Program Manager, Collaborative Project Officer, any other staff or team member.</td>
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<tr>
<td>responsibilities</td>
<td>Other</td>
</tr>
<tr>
<td></td>
<td>Independently Contracted Care Workers</td>
</tr>
<tr>
<td></td>
<td>Volunteers</td>
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SPECIAL CONDITIONS

- Performance review every twelve (12) months.
- Initial appointment employment is dependent on a current satisfactory National Police Check and a current satisfactory DCSI Screening Check.
- Flexible and out of hours work and intra-state travel will be required.
- A current valid SA Driver's Licence is essential.
- The position is subject to ongoing government funding.
- The incumbent will be required to observe all aims, policies and protocols of the WCCS Inc., including maintaining appropriate confidentiality and behaviour as prescribed in the Code of Conduct.
Core Business

West Coast Home Care (WCHC) is primarily a Commonwealth Home Support Program and Home & Community Care (HACC) funded community program operating under a Community Options Model.

The WCHC provides flexible, client centred, in home support to assist clients who are at risk of premature or inappropriate admission to residential settings.

Services are provided across the 3 local and district councils catchment areas of Port Lincoln, Lower Eyre and Tumby Bay.

Jack Martin Court is a short term accommodation and respite facility that compliments the business of WCHC.

The Eyre Connections Program is a social support model that aims to reconnect consumers to the local community and provide individualised/flexible social support.

Vision:

West Coast Home Care is a leader in the provision of quality community care and offers bold new choices for consumers – choices that push the boundaries of flexibility and support independent healthy ageing.

The Mission of West Coast Community Services Inc:

To assist the frail aged, younger disabled and their carers to remain in their own homes and communities through the provision of personalised home and community care information and service provision.

Operating Principles & Philosophy:

- the rights of clients to confidentiality and to the provisions of privacy as supported through legislation.
- recognition that the prime importance be placed on the needs and desires of the client and his/her carer
- respect and value for the rights, confidentiality and dignity of clients and carers
- assistance and support aiming to enhance independence
- promotion of choice and flexibility of service provision
- sensitivity and responsiveness to individual needs, especially in relation to gender, cultural and socio-economic factors
- the rights of clients and carers to appeal or seek a review of any service provided
- complement existing service systems and structures
- public accountability and cost effectiveness
POSITION OVERVIEW

The Executive Officer (EO) is responsible to the West Coast Community Services Inc (WCCS) Board of Directors for the leadership, direction, and management of its business arm, West Coast Home Care and for the administration of Jack Martin Court.

The EO collaboratively with the Board of Directors will develop Business, Strategic and Risk Management Plans to ensure that WCHC continues to be a leader in service provision and meets its operational goals.

The Executive Officer will:

- manage and lead the implementation of identified projects and initiatives established by the Board that strengthen and enhance WCHC operations and are in line with the Constitution objectives.
- demonstrate a high level of initiative and develop innovative development projects that improve service delivery.
- provide high level administration, policy support and advice to the WCCS Board of Directors to ensure current best practice and legislative compliance.
- demonstrate high level collaboration with government and funding bodies to develop service agreements, meet reporting compliance and quality review requirements in a timely manner.
- engage regularly with stakeholders, community and clients to continually improve service delivery through negotiation, partnership approaches and development of submissions.
- develop organisational budgets and monitor expenditure, maintenance of assets, financial and payroll management and preparation of financial reports.
- lead the human resource management activities of the organisation including recruitment, selection and induction of staff.
- ensure the principles of equal opportunity, fairness, honesty, respect, workplace health, safety and welfare in the workplace are applied.

KEY RESPONSIBILITIES & OUTCOMES

The Executive Officer is responsible for the effective management of WCHC business activities and staff ensuring appropriate and required practices are used in the brokering of services and ensuring continual improvement by regular review.

ADMINISTRATION

1. Contribute to the ongoing development of WCHC through the preparation of Business, Strategic and Risk Management Plans in consultation with the Board of Directors, funding bodies, staff and clients.

2. Ensure the continued development, monitoring, review and updating of policies and procedures and ensure appropriate implementation occurs.
3. Contribute to improved service delivery through the preparation of funding submissions and grant applications in consultation with key stakeholders.

4. Ensure WCCS Inc meets its constitutional obligations through the arrangement of monthly Board Meetings and other management meetings as required.

5. Attend WCCS Inc Board, industry and stakeholder meetings.

6. Ensure WCHC meets legal and industrial obligations in the management of the business, staff and contractual arrangements.

7. Ensure the preparation of an Annual Report including auditing and financial statements.

8. Ensure WCHC maintains a proactive position towards industry quality standards both at a governance and service delivery level.

**FINANCIAL MANAGEMENT**

1. Ensure continuation of funding for the WCHC through the development and collaboration with funding bodies on the development of service agreements.

2. Demonstrate effective financial management of the WCHC through the preparation of budgets, monitoring of activity levels, expenditure and provision of monthly reports to the WCCS Board of Directors.

3. Ensure the development and maintenance of an asset register and management of WCHC owned property, equipment and vehicles.

4. Monitor and manage contractual compliance through timely reporting of service activity and financial requirements.

**HUMAN RESOURCE DEVELOPMENT**

1. Lead and manage the effective recruitment, selection and induction of all staff and volunteers through the implementation of systems for the ongoing management of staff and volunteers.

2. Prepare a workforce plan that scopes future workforce requirements and ensures the necessary controls on budget expenditure.

3. Ensure the development, maintenance and implementation of work health and safety policies and procedures in line with statutory requirements.

4. Ensure the development, maintenance and implementation of equal opportunities policies and procedures in line with statutory requirements and industry awards.

5. Ensure an appropriate performance appraisal system is developed and maintained with appropriate record keeping and implementation plans and ensure the continued development of staff.
6. Provide career development and guidance to all team members seeking to improve their skill levels and to enhance the retention of personnel.

**COMMUNICATION**

1. Ensure clients, carers and the community is kept informed of WCHC services and activities through appropriate dissemination of information.

2. Attend the Board Meeting monthly to ensure the WCCS Board of Directors are informed of WCHC financial position, service provision, proposals for funding and future directions.

3. Representation on state and national committees is encouraged to ensure country issues at both a governance and consumer level are represented and lobbied.

4. Representation on local networks as appropriate to ensure consumer outcomes are enhanced and maximised.

5. Participate in ongoing community and stakeholder engagement to identify business creation and partnership opportunities.

6. Develop a marketing plan as part of the Risk Management Framework to advertise and promote services to the community, stakeholders and funding bodies. Develop media releases to showcase effective service outcomes.

**QUALITY ASSURANCE**

1. Contribute to the WCHC philosophy of being consumer driven through the development and maintenance of appropriate quality assurance mechanisms, including ongoing evaluation of services provided to consumers.

2. Ensure WCHC complies with the requirements of tri-annual Quality Appraisal Audits for the Commonwealth Home Care Standards and the National Service Excellence Standards, meets the required targets and completes annual Improvement Plans as required.

3. Contribute to timely reviews of the customer experience and satisfaction to ensure that all team members are encouraged to support an optimal experience for clients.

**WORKPLACE HEALTH AND SAFETY**

In addition to the professional conduct of their role, the Executive Officer will lead and manage a healthy and safe workplace for all employees. Where necessary recommend improved resources to meet the health and safety objectives and manage the implementation of WHS strategies.

The incumbent will also take reasonable care:

- to protect his or her own health and safety at work
• to avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

• use any equipment provided for health or safety purposes
• obey any reasonable instruction that the employer may give in relation to health or safety at work
• comply with Work Health and Safety policies in the workplace
• ensure that he or she is not, by the consumption of alcohol or a drug, in such a state as to endanger his or her own safety at work or the safety of any other person at work.

CUSTOMER SERVICE

It is the responsibility of all employees of WCHC to maintain agreed customer service standards to both the external and internal customer base. Customer service standards will include:

• Greeting and acknowledgement
• Active Listening
• Empathy
• Action and Follow-up

Essential Minimal Qualifications/ Experience

Qualifications

• A relevant tertiary qualification in a management related field including community health, aged care, business management, health administration or related discipline.

Experience

• A record of success as a senior manager in the community, aged care or related sector.
• Demonstrated experience in physical, financial and human resource management including policy formation report and grant writing.
• Experienced in initiating, managing, and implementing organisational change for improvement.
• Planning, implementing and evaluating services to achieve business outcomes.
• Contract negotiation and compliance with local, state and national organisations.

Knowledge:

• Sound understanding of community and aged care in a rural setting.
• An understanding of current aged and community care national and state developments and systems.
• Knowledge of and commitment to the principles of multiculturalism, equal opportunity, privacy principles and work health and safety.
Understand the benefit of on-going service development and the need to remain at the forefront of industry knowledge and research.

Skills / Abilities:

- Proven strategic and business planning skills with demonstrated ability to translate into action plans and measurable outcomes.
- The capacity to inspire vision and set directions, developing a motivating work environment and a cohesive organisational culture.

- An entrepreneurial sense and ability to think laterally in identifying and pursuing opportunities to enrich the organisation and secure future funding or new resources.
- The ability to critically assess the extent to which goals have been achieved.
- The ability to use both objective and subjective information to make practical, unbiased decisions.
- Proven ability to effectively manage all financial and commercial aspects of a business while maximising use of resources within budget constraints.
- Sound written & verbal communication & interpersonal skills and ability to communicate at all levels.
- Computer skills and ability to work in the Microsoft Windows environment.

Personal Attributes

- Ability to inspire and motivate others and produce results.
- Ability to be self-directed and work under pressure.
- Ability to work collaboratively and share decision making.
- Flexibility and creativity.
- Commitment to a high level of partnership with communities.
- Commitment to continuous self-development and that of team members.

I understand and accept the requirements detailed above and confirm my commitment to the Mission and Values of West Coast Community Services Inc, and the Vision of West Coast Home Care.

Occupant: ____________________________________________  ___/___/___