



**Housing for the Aged Action Group**

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A0017107L

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**POSITION DESCRIPTION**

<b>Position Title:</b>	Quality and Business Support
<b>Classification:</b>	Social and Community Service Worker, Community Development Workers Award 11(b) Year 5.3, of the SCHADS Award. Generous salary packaging also available
<b>Terms:</b>	12-month position, with the possibility of extension
<b>Accountability:</b>	Executive Officer
<b>Hours:</b>	22.8 hours per week (0.6 EFT)
<b>Funding:</b>	Department of Health & Human Services (DHHS), Department of Health and Consumer Affairs Victoria

**HOUSING FOR THE AGED ACTION GROUP OVERVIEW:**

Housing for the Aged Action Group is a member-based community organisation specialising in the housing needs of older people. The organisation was formed just over 30 years ago and today has over 400 members that actively campaign for housing justice.

**Our Services: Home at Last**

Home at Last is a unique specialist housing service for older people, providing information, support, advice and advocacy. This includes:

- State-wide Information and Referral – providing support to over 1000 older people a year about their housing options, referrals to housing support and other services.
- Support with Housing, Relocation and Linkages – a service for low income people who are homeless or at risk of homeless, to assist them into long-term affordable housing (mainly social housing). This includes assistance with housing applications, support during the move, establishing a new home and referrals into aged care and other supports. We house over 100 people a year, 60% of them women.

- Retirement Housing advice and advocacy – specialist information, support and advocacy for people interested in, or living in, retirement housing. This includes lower cost retirement villages, residential parks, rental villages and caravan parks.
- Aged Care Service Navigation – assistance to register for aged care services
- Early Intervention – community and professional education for people who are at risk of homelessness, or who work with older people, to ensure early referral before the point of crisis.

Our service is funded through the Commonwealth Home Support Program's Assistance with Care and Housing and Aged Care Service Navigator pilot project, the Victorian Department of Health and Human Services, and Consumer Affairs Victoria.

#### **POSITION DETAILS:**

The Quality and Business Support position (part-time) is responsible for ensuring quality assurance within the standards that apply to our organisation. Working within a small and friendly team, the worker will collaborate closely with the Executive Officer, the Client Services Manager, Finance worker and National Development worker to ensure continuous quality improvement across the organisation. In particular, the worker will have oversight of the accreditation cycle for the Human Services Standards, Aged Care Quality Standards and other obligations and reporting requirements to our funders and partners.

The role also includes business support for a small but growing organisation, including database management, systems improvement, business continuity planning, and the implementation of processes to ensure the smooth running of the organisation.

#### **Statement of roles**

##### **Quality**

- Oversee the accreditation cycle, including planning and implementation, and provide support to managers and other staff in ensuring that standards are met
- Development and review of policies and procedures, as per schedule, and in collaboration with the HAAG Governance sub-committee, management and staff as required
- Support the development of practice guides and operating manuals for HAAG's core services
- Track reporting requirements
- Monthly reporting to Committee of Management

##### **Business Support**

- Ensure business continuity planning and risk register are regularly reviewed and up to date
- Maintenance and development of internal, non-client databases
- Oversight of IT security processes
- Develop internal processes for the smooth running of the organisation, as required
- Other tasks as required to provide support to the business operations side of the organisation, including executive support to the management team

##### **Other**

- Work collaboratively and coordinate with other internal stakeholders, including the Participation and Early Intervention worker and the Service Navigator Information Hub Coordinator, to ensure clear delineation and effective delivery of respective

tasks

- Provide support to the HAAG national project in the roll out of the Senior's Housing Gateway, as required

**Accountability**

Directly reports to the Executive Officer

**Key Selection Criteria**

- Proven experience in quality assurance and continuous improvement of service delivery
- Demonstrated experience and good working knowledge and understanding of the DHHS Human Services Standards and other accreditation processes
- Demonstrated experience in the development, implementation and evaluation of policies, procedures, practice guides and operating manuals.
- High-level project management skills and experience.