



Position Description CVS Program Support Officer

Employment type: Part time (0.4.0FTE)

Reports to: Program Support Coordinator - CVS

Position location: RERC Head Office (Fitzroy)/ Working from home with some travel required

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 programs include the CHSP program, Community Visitors Scheme, brokerage services in aged 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

CVS Program Support Officer is responsible for delivering operational and administrative activities to enhance the quality of life for older people living in Aged Care Homes and their own residence, as well as to promote Community Visitor's Scheme by developing and delivering community education suite of services.

Key Accountabilities

CVS Program Support Officer is responsible for:

- Recruiting, engaging, and managing volunteers delivering CVS service
- Meeting with and getting to know clients, living in their own residents and in aged care facilities
- Providing timely, confidential, and efficient responses to volunteering and recipient referrals expressions of interest whilst liaising closely with the CVS Coordinator
- General administration, including writing, developing records and reporting
- Developing and maintaining positive working relationships with a range of relevant stakeholders such as case managers, residential care coordinators and others
- Promotion of the CVS to aged care service providers and the broader community
- Other duties as required by the program and directed by Program Coordinator

Skills, Attributes and Knowledge

- Experience in a similar role
- Strong customer service focus and commitment to providing excellence in customer service
- Comprehensive knowledge of the issues and needs of target groups and their carers
- Ability to develop and deliver training
- Ability to keep accurate, systematic records and statistics, maintaining consumer confidentiality
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders
- High level of ability to work across programs as required
- Knowledge of continuous quality improvement systems and processes
- High degree of personal integrity and the ability to deal with matters confidentially
- Community minded and able to display empathy to the elderly
- Intermediate computer skills across the range of Microsoft Office Suite including Word, Excel, Outlook, and Power Point
- Organisation and time management skills to organise own work, to establish priorities and meet deadlines
- Qualification in human services, community services or another related field (desirable)
- Be fully vaccinated against Covid – 19 or hold a valid medical exemption certificate
- Current driver licence and poses a registered roadworthy vehicle available for work use
- Fluent Russian and knowledge of Russian culture

Organisation

RERC Inc.
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Head Office

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