



Meals on Wheels NSW Ltd

Network Support Team Member

Conditions

Status:	0.6 FTE.
Responsible to:	Network Support Team Leader.
Days:	Tuesday to Thursday (negotiable).
Hours:	21 hours per week.
Travel:	This position involves regular travel and overnight stays to visit member services and hold network meetings in the assigned network area(s).
Terms of employment:	Part-time position for 12 months, subject to three-month probationary period. After 12 months, continuous employment will be offered depending on Government funding and satisfactory performance.

Remuneration

Salary	Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]. Classification: Social and Community Services Level 7, Year 1. Salary packaging available. To be paid fortnightly in arrears to a nominated bank account.
Superannuation	12% employer's contribution (from July 2024).
Annual leave	Four weeks pro rata per annum with leave loading.
Performance	This position is subject to ongoing performance assessments.



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Position Description

Purpose of the position

- To provide effective coordination, administrative and strategic support for member service management committees and managing bodies located in the assigned network areas.
- To facilitate networking opportunities which encourage collegial relationships between member services.
- To disseminate information; and to develop resources specific to member services' operations, policies and governance, based on information from the Government Department of Health and Ageing and other relevant Government bodies.
- This position does not replace member services' local management committee and managing bodies but is available to support, assist and coordinate; identify gaps; and develop management strategies to enhance service delivery within the team member's assigned network area(s).
- This position is responsible to Meals on Wheels NSW (MOWNSW) and works towards maintaining an operationally effective relationship between member services and MOWNSW.

Responsibilities and Duties

- Support Meals on Wheels services in the team member's assigned network area(s) to ensure continued progress in all elements of client satisfaction, operational quality, best practice management structures, and the professional development of management and staff.
- Facilitate the development of local area strategies that identify unmet needs and planning requirements of the Commonwealth Home Support Program (CHSP) target group, including people from special needs groups.
- Provide relevant information and advice, relating to management, industrial relations, governance, best practice service provision, and food safety, in response to telephone and written enquiries addressed to MOWNSW by its members and other organisations.



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- Design, delivery and facilitation of training programs, resources and other strategies to facilitate member services' understanding of aged care principles, policies and reform and that will enhance the ability of local service providers to effectively manage their organisations, comply with the requirements of their funding body and with all statutory regulations and to develop quality services.
- Assist in the development of marketing and communication resources and strategies to raise the profile of member services and MOWNSW.
- Facilitate regular networking opportunities for member services through planning regional network meetings and conferences, providing presentations and arranging guest speakers.
- Provide advice to the team leader on the training needs and courses available for MOWNSW staff and member services.
- Write and/or contribute to funding proposals or grants for member services.
- Regular liaison with relevant officers of Government departments, aged care and nutrition organisations, Sector Support and Development (SSD) colleagues, service managers, boards and others, to promote the work of all stakeholders and to encourage a two-way flow of information and advocacy. This includes regular engagement on the online SSD Community of Practice.
- Write articles, research and contribute information for the MOWNSW weekly, monthly and quarterly publications and the monthly service report. Each team member takes on proportional responsibility for the editing, development and distribution of these.
- Contribute to monthly written reports to the team leader, related to the objectives of the Strategic Plan and activities within the Activity Work Plan, detailing any recommendations for future action.
- Attendance at meetings and events to represent MOWNSW, where considered appropriate by the Team Leader and CEO.
- Attend a weekly staff meeting, a weekly team meeting, and remain in regular contact with the Network Support Team and Team Leader.
- Collaboration with Universities on projects that are mutually beneficial.



- Other activities as outlined in the Activity Work Plan, and as requested by the Team Leader.

The Network Support Team Member will in all aspects of their work:

- Carry out duties in line with the policies, procedures and decisions of Meals on Wheels NSW Ltd (MOWNSW), the peak body for Meals on Wheels member services in NSW.
- Work as a member of a team with all staff members of MOWNSW.
- Network with other individuals and groups to raise the image of MOWNSW and to improve the level of support available to clients of member services.

Glossary

Team member

Network Support Team Member.

Team leader

Network Support Team Leader.

The Government

The Commonwealth Government of Australia.

CHSP

The Government Department of Health and Ageing's Commonwealth Home Support Programme, which funds entry-level support to the aged population.

Member service

A Meals on Wheels NSW member and provider of meal services funded under CHSP.

Assigned network area(s)

Geographical areas containing member services, based on the Aged Care Planning Regions used by the Australian Government to plan and fund aged care services.

Sector Support and Development (SSD)

Organisations funded by the Government to support CHSP providers to improve quality of service and increase capability. Meals on Wheels NSW is an SSD organisation.

Activity Work Plan

A plan agreed upon between the Department of Health and Aged Care and Meals on Wheels NSW, detailing activities to be undertaken to align with the grant agreement and the CHSP Manual.