



Selection Criteria – Support at Home Support Officer

1. Demonstrated Knowledge of the Support at Home Program and Aged Care Quality Standards.

- Awareness of the Aged Care Quality Standards and how they apply to in-home support, including dignity, choice, and consumer-directed care.

2. Client-Centred Communication and Engagement Skills

- Ability to build trust and rapport with older people, carers, and families from diverse backgrounds.
- Experience in supporting clients to make informed choices about their care and services.

3. Organisational and Administrative Competence

- Strong skills in managing caseloads, scheduling services, and maintaining accurate client records in line with privacy and compliance requirements.
- Proficiency in using client management systems, Microsoft Office, and digital communication tools.

5. Problem-Solving and Adaptability

- Ability to respond calmly and effectively to changing client needs, urgent situations, or service disruptions.

7. Qualifications and Compliance

- Relevant qualification in aged care, community services, social work, or a related field (or equivalent experience).
- Current First Aid Certificate and National Police Check.