

POSITION DESCRIPTION

Position title	Aged Care and Disability Client Management Systems Officer	Reference	
Award & Classification	Social, Community, Home Care and Disability Services Award Level 6	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Exec Manager Community Care and Access
Location	Darwin	Program	Community Care and Access
Section	Organisation Management	Cost Centre	0060
Approved	Terry Cleary	Date	6 October 2017
Comment	Some intra-territory travel required.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As the Aged Care and Disability Client Management System Officer you will be responsible for the effective administration and maintenance of Anglicare NT Aged and Disability Services client management, reporting and referral systems. You will also coordinate Anglicare NT's Aged Care and NDIS Provider Portals. You will also assist the aged care and disability support teams across the Territory to implement and monitor quality improvement systems to ensure that Anglicare NT continues to provide a high level of quality services.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The desired qualification is a tertiary qualification level and/or three year's experience in disability and/or aged care services. If you do not have a qualification you must be willing to undertake relevant studies. Insert relevant field e.g. Youth Work, Residential Care, Community Services.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.
6. Relevant professional registration and/or eligibility for membership (if relevant).

KEY SELECTION CRITERIA

1. Current knowledge of the Commonwealth Home Support Program (CHSP), Home Care Packages and National Disability Insurance Scheme (NDIS).
2. An understanding of the ongoing reforms within both the Disability and Aged Care sectors and the impact of these on Anglicare NT, older people, individuals with a disability and the broader community.
3. Strong coordination/organisational skills and demonstrated ability to meet tight deadlines within defined resources and capacity to anticipate, respond and resolve complex and critical issues.
4. High level computer skills, including data entry accuracy, management of electronic databases and Microsoft applications such as Word and Excel. Experience using the My Aged care Portal, NDIS Provider Portal and client management databases will be an advantage.
5. Experience in the development, implementation, monitoring and continuous improvement of quality systems within Aged Care and/or Disability services.
6. Strong attentions to detail, ability to solve problems and trouble shoot complex issues.
7. Ability to engage and communicate with a variety of stakeholders in a variety of ways, with well developed and accurate written oral and electronic skills. Able to demonstrate strong interpersonal skills.
8. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
9. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Client Management Systems

Provide effective administration and support to the users of My Aged Care (MAC) and Myplace Portals and the Service Management System (SMS).

Responsibilities:

- Be responsible the oversight of the My Aged Care Portal across all regions ensuring time frames for referral acceptance and required service details are completed.
- Take a lead role in ensuring organisational and regional details are correct and the information is displayed on the My Aged Care Website.
- Create service bookings through the NDIA portal for all participants.
- Make Payment Requests through the NDIS Provider Portal within the required timeframes, ensuring evidence requirements are met.
- Review unsuccessful NDIA claims, in conjunction with relevant Regional staff and Finance, to identify appropriate actions to rectify.
- Assist in the development and implement of effective operational systems to support regional teams to provide the required information to make Payment Requests through the NDIS Provider Portal.
- Assist with the ongoing configuration and maintenance of SMS.
- Offer basic induction, help-desk services and on-site training and support for users of My Aged Care and SMS.
- Identify, communicate and assist staff in all regions to rectify data entry errors.
- Develop and maintain user registers for all systems, ensuring appropriate permissions are in place prior to authorising new users and old users are removed from systems.

- Develop work instructions, user manuals and other documents for users of the MY Aged Care Portal, SMS and NDIS Provider Portal that support consistent data capture, and meet the required outcomes in regard to invoicing, claiming, reporting and meeting contractual obligations.
- Ensure data integrity for all SMS client-related information, service delivery data and invoicing processes.

2. Accountability: Safeguarding and Quality Management and Improvement.

Assist in the development and implementation of effective quality systems and improvement across the Aged Care and Disability service areas that assist in meeting quality and registration standards.

Responsibilities:

- Assist in the development of quality system improvements, practices, procedures and guidelines that ensure Aged Care and Disability service delivery and practice is consistent across the organisation, allowing for regional differences where required.
- Work closely with the Anglicare NT Quality Manager to ensure the Aged Care and Disability services quality systems; comply with organisational quality requirements and document control methods, do not duplicate current processes, and support and contribute to organisational policies and procedures whenever possible.
- Identify gaps between Aged Care and Disability registration and quality standards and regional/program practices and develop plans to address and monitor these gaps.
- Provide advice and support to regional staff regarding quality standards and system improvements and offer practical assistance in the operation of regional quality programs.
- Develop and implement annual internal audit plans for Aged and Disability Services, including developing and reviewing audit tools and ensuring audits are scheduled and conducted in accordance with the plan.
- Develop action plans to address improvements and observations associated with, and arising from internal audit reports.
- Assist in the development of continuous improvement plans for Aged and Disability Services, ensuring a system is in place to drive continuous improvement plans at the regional level.

3. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

- Other suitable duties as may be directed from time to time
- Be aware that this position may require travel within the Territory.

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).