

Eldercare

Job and Person Specification

Customer Service Assistant – Day Therapy Centre

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|--------------------------|--------------------------------|
| Code: | CSJD95 |
| Classification: | Non Award/Negotiated Package |
| Reports To: | Day Therapy Centre Manager |
| Approved By (Title): | Operational Services Executive |
| Approved By (Signature): | |
| Date of Approval: | |

I have read the content of this Job and Person Specification and agree that I have the ability and commitment to meet the requirements of the position in addition to upholding the Purpose, Values and Strategic Directions of Eldercare.

| | |
|--------------------------|---------------------|
| Acknowledged by Employee | [acceptance_status] |
| Name of Employee | [candidate_name] |
| Date of Acknowledgement | [acceptance_date] |

Eldercare

Our Purpose

Delivering peace of mind with our care.

Our Values

Respect

Value in Action - We protect the dignity, rights and values of individuals

All people are important to Eldercare and everyone deserves to be respected in accordance with our founding Christian principles.

Diversity of experience, culture and opinion is valued and encouraged.

How we go about things is just as important as what we actually do. We protect the dignity, rights and values of individuals.

Our services encompass mind, body and spirit and aim to build well-being and resilience.

Accountability

Value in Action - We are all responsible for working safely and with integrity

Eldercare is known as a safe and reliable organisation. Residents, clients, their families and friends rely on Eldercare to care for the people that they love with respect and dignity. We have a role to play in providing residents and their families with peace of mind.

Eldercare is committed to serving the community for the long term so our decisions are made with this in mind.

We display collaborative leadership throughout our organisation and we learn from our mistakes.

We continually strive to improve and respectfully challenge the status quo with improvement in mind.

All of our actions are focused on maintaining the integrity of our commitments. Each of us at Eldercare is responsible for our own behaviours for ensuring the best quality care is provided and for the success of the organisation.

Connection

Value in Action - We develop vibrant and supportive relationships based on warmth and generosity

We create environments where warmth and generosity are present. We reconnect residents with their own purpose and meaning and do everything we can to help them live a fulfilling life.

We are committed to building vibrant, supportive and connected retirement living and residential care communities where resident choice is paramount and the uniqueness of each resident is discovered.

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Our Diversity & White Ribbon Commitment

Eldercare welcomes diversity. Regardless of their culture, religion, spirituality, age, gender, sexuality, disability, socio-economic background or personal experiences, our people are included and respected.

Eldercare encourages respectful relationships and does not accept any form of gender-based violence in the workplace.

Eldercare is committed to preventing violence against women and is proud to be a White Ribbon Accredited Workplace to support victims of abuse.

All employees can expect to receive fair and equal treatment and to be free from discrimination in all aspects of their life with Eldercare.

JOB SPECIFICATION

Summary of the broad purpose of the position in relation to organisation goals

The Customer Service Assistant (Day Therapy Centre) is responsible for the delivery of efficient and effective customer service and administration services in accordance with established policies and procedures.

Reporting/Working Relationships

- Reports directly to the Day Therapy Manager on a day to day basis.
- Works collaboratively with all staff based on site and in Head Office.

Special Conditions

- Hours of work are approved and agreed with Day Therpay Manager;
- May be required to work at other Eldercare facilities;
- Some out of hours work may be required;
- Delivery of on-the-job training for new customer service employees;
- Participation in Performance Appraisal against the Eldercare Performance Management Model;
- Police Clearance Certificate relevant to the Aged Care industry is essential.

Statement of Key Outcomes and Associated Activities

- Ensures site customer service and administration for the Day Therapy Centre operates in an efficient and effective manner;
- Ensures customer service and administration functions are completed in adherence to established policies and procedures;
- Ensures customer service and administration functions are completed in a timely manner to facilitate achievement of requested timeframes;
- Assists with reception duties and site administration duties when required;Ensures confidentiality of information;

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- Maintains clear, effective and appropriate communication with all Eldercare staff;
- Promotes a co-operative and harmonious atmosphere in which all customer service and administration staff may develop their skills thus enabling them to maintain a high standard of service delivery;
- Communicates effectively with all Eldercare stakeholders;
- Provides a courteous and empathetic service;
- Participates in continuous improvement activities;
- Other duties as required.

Accounting/Finance

- Finalises monthly data with in conjunction with the Day Therapy Centre Coordinator Completes Accounting functions associated with Day Therapy including debt collection and printing of statements;
- Processes other accounts receivable transactions including receipt of payment and collection of debt;
- Assists with the Accounting functions associated with delegated purchasing responsibilities including creation of purchase order, receipt of goods/service and follow up of outstanding purchase orders;
- Assists with processing accounts payable including resolution of issues with suppliers, reconciliation with statements and communication with Head Office;
- Maintains up to date records applicable to site based agreements or local contracts.
- Processes petty cash and purchase card transactions including issuing of petty cash, completion of dockets, collection of receipts, reconciliation of petty cash, reimbursement claim;
- Receipts client's payments via cash payment or use of direct debit facility or payment direct into appropriate Eldercare bank account;
- Assist residents in accessing their funds through Capital Guardians, when required;
- Performs functions associated with end of week and end of month reconciliations of general ledger, preparation of banking and reporting to Head Office.

General Administration Duties

- Provides support to Day Therapy Centre Coordinator including maintenance of diary, preparation of internal and external correspondence, faxing, filing, photocopying, typing, attendance at agreed meeting/s and minute taking, identification of prospective residents through waiting list report;
- Collects, Sorts, Distributes, Prepares internal and external mail including electronic mail;
- Maintains Eldercare Policy Manuals as required;
- Prepare the information folders for home visits;
- Archiving as required;
- Attends to Reception duties including attending to enquiries regarding admission to aged care and maintenance of Eldercare on-line Registration of Interest for Admission system.

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Human Resources

- Attends to staff enquiries regarding rosters, leave and pay;
- Assists with the orientation of new customer service and administration staff, complete necessary paperwork and forward to Head Office;
- Supports Human Resources staff with visit to site including preparation of room and associated facilities;
- Supports recruitment activities at the site including scheduling of interviews and preparation of facilities required;
- Supports staff police clearance and Visa entitlements processing (where applicable);
- Supports site based managers to ensure the effective induction and orientation of new employees, ensuring organisational practices are followed, performance reviews undertaken and support is provided to the individual employee to optimise their performance and work experience.
- Provides new employee information to Human Resources for personnel file.

Training

- Maintains staff training folder;
- Supports training at site including organisation of training facilities at site and provision of attendance records to Human Resources;
- Updates training records for site specific training and mandatory on-line training;
- Assists staff with training request applications, review applications for accuracy of completeness, forward to Human Resources;
- Assists with the coordination of staff attendance at mandatory training days.

WHS

- Completes administration functions associated with Injury Management including providing associated documents to staff, assisting staff with the completion of documents if required, providing completed documents, medical certificates, accounts to Head Office Injury & Claim staff;
- Maintains Staff Injury file;
- Maintain Hazard Register and advise WHS Committee of new hazards in the Site/Day Therapy Centre;
- Provides overall coordination of the Day Therapy Centre's WHS programme including collecting and disseminating information and providing administrative reports as required.

Property

- Supports Property Staff by managing contractors' use of the iPro system and notifying Property Service Officer of arrival of contractor;

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- Records maintenance requests on behalf of residents attending at reception, electrical testing for new residents and room changes;
- Forwards all Property generated invoices to Property Service Officer for processing;
- Supports Facilities Project Manager with building works on site including purchasing, resident moves, communication with staff on site;
- Where applicable, support Housing Coordinator including dealing with enquiries and maintenance issues of retirement village residents, dealing with compliments/complaints or referring to Housing Coordinator, show units to prospective residents, organise meeting facilities for Housing Coordinator, keep open lines of communication with Housing Coordinator.

Information Technology

- Raises IT support calls for IT issues on site (on behalf of staff without access to a computer);
- Participates in IT projects including review of business documentation related to Eldercare software applications;
- Supports Head Office IT staff including circulation of IT Outage notices, provision of signed, approved IT Access forms for non-Eldercare staff;
- Changes printer cartridges and backup tapes.

Quality Improvement and Accreditation

- Provides administrative support associated with site pursues continuous improvement activities including but not limited to collecting, collating, reporting and disseminating information relevant to CI activities.
- Administratively maintain the Compliments and Complaints System for the site, ensuring feedback is recorded, assigned (in consultation with the Business Manager and/or Site Operations Manager), actioned and that trends and issues are identified and reported on.
- Contributes to compliance with Commonwealth Aged Care Standards, with a particular focus on Standards 1 and 4 through conducting regular audits are conducted at the site and/or coordinating the delegation of audits to clinical staff when directed to do so by the Business Manager.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified to meet the operational needs of the business. Position statements and Staff performance will be reviewed regularly.

WHS Responsibilities

All Employees:

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- Takes reasonable care to protect own health and safety, and to avoid adversely affecting others. This includes as far as reasonable using equipment provided for WHS purposes, obeying reasonable WHS instructions, complying with all WHS policies, procedures, safe operating procedures, work practices and associated WHS documents
- Ensures that they are not affected by alcohol or drugs to the extent that they endanger their own safety or the health and safety of others.

For positions with Supervisor responsibilities:

- Ensures all employees under their control carry out their roles and responsibilities as detailed in relevant WHS policies, procedures and WHS and Injury Management Plan.
- Maintains compliance with all WHS policies and procedures by regular performance review.
- Ensures that all employees, including agency staff and contractors under local control, are appropriately inducted and trained, and that site training plans and records are maintained.
- Provides relevant WHS information and ensures appropriate training is provided
- Conducts regular inspections to identify hazards, conduct risk assessment for effectiveness and implement corrective action and review.
- Maintains appropriate records as required by Eldercare.
- Ensure all non-conformances identified in internal audits are rectified.
- Investigates all reported incidents and reports action/s taken to prevent a similar occurrence.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified as necessary. Position statements and Employee performance will be reviewed regularly.

PERSON SPECIFICATION

Essential Minimum Requirements

Personal Abilities/Aptitude/Skills

- Exceptional customer service skills
- Exceptional time management skills and an ability to work under pressure
- Must be able to facilitate co-operation and communication between staff, the community, external services, service providers, professionals and other organisations
- Demonstrable ability to be resourceful, adaptable and innovative
- Excellent attention to detail and accuracy
- Strong literacy skills
- Effective communication skills both verbal and written
- Respectful to all people and maintain confidentiality
- Problem Solving skills for day to day issues
- Ability to work with minimal supervision, prioritising own work within established policies and procedures
- Strong organisational skills
- Minute taking and agenda preparation skills

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- Compliance with established policies and procedures
- Willingness to work flexible / additional hours when necessary

Qualifications/Experience

- Certificate IV in Business Administration, Customer Service or equivalent qualification &/or experience
- Reception/Switchboard Skills
- Bookkeeping/Clerical Skills
- Customer Service Skills and experience
- Intermediate knowledge of Microsoft Office applications for Word, Excel & Outlook. Basic knowledge Publisher & PowerPoint.
- Proficient keyboard skills

Experience

- Prior experience in people management, staff rostering and a busy office environment
- Sound knowledge of general administration practices

Desirable Characteristics

Qualifications/Experience

- Prior experience with Epicor, PeoplePOINT, Aurion and Riteq
- Prior experience in Aged Care Sector or Day Therapy Centre.