

POSITION DESCRIPTION

SENIOR INTAKE & ADMINISTRATION OFFICER

Position Number: 614133

Department: Aged and Inclusion

Division: Community Services

Location: Bannockburn Customer Service Centre, 2 Pope Street Bannockburn

Employment status: Temporary Full Time - 1 FTE

Classification: Band 5

Date: October 2020

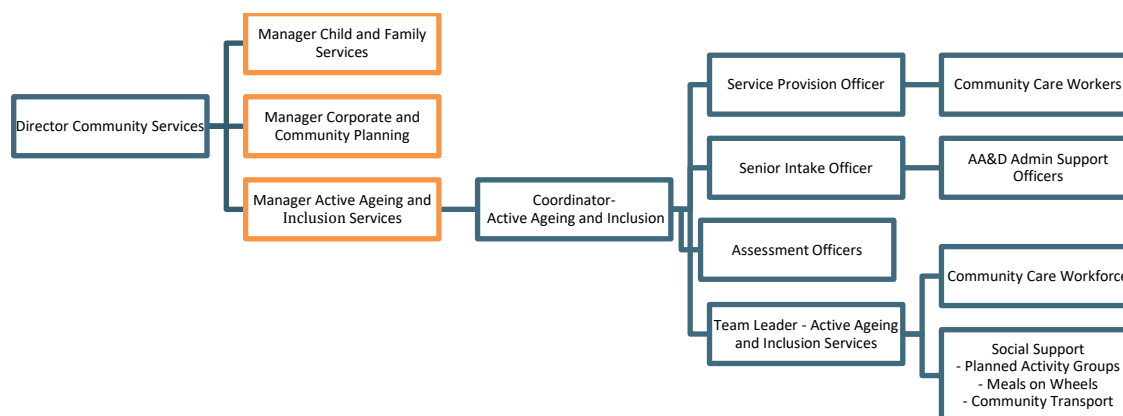
POSITION OBJECTIVES

To provide senior assistance with the Team Leader and management of the Active Ageing & Inclusion division to ensure that all functions are performed in a timely, accurate and efficient manner in accordance with relevant Council Policies, Procedures, Acts and Regulations. The position also contributes to the achievement of Council's community relations goals and promotes the image of Council through the provision of excellent customer service.

- Provide consistently high standard first point of contact customer service to residents, service users and other stakeholders.
- Provide administration support for the Active Ageing & Inclusion Unit.
- Monitor budgets, manage contracts and contractors.
- Develop and maintain positive and productive working relationships with all staff, clients, management and other professionals working in Aged services and in other areas of the Council.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Coordinator Active Ageing & Inclusion Service
Directly Supervises:	Active Ageing & Inclusion Administration Team
Internal Liaisons:	Community Services Directorate, Active Ageing & Inclusion Services Unit, other staff as required
External Liaisons:	Community Members and Professional Agency Partners

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Service Provision

- Supervise the administrative team to ensure the accountability and accuracy of statistical data and mandatory reporting requirements are met.
- Supervise administrative staff across service delivery areas, ensuring compliance with all legislation, regulations, Codes of practice, Council policies and procedures.
- Provide a high standard of customer service to clients, external stakeholders, contractors and other agencies.
- Prepare and maintain new and existing client service agreements, relevant information, allocation of community care worker and roster distribution for the delivery of CHSP, HACC PYP and Brokerage funded services inclusive of Social Support Groups.
- Monitor My Aged Care (MAC) service provision portal daily
- Provide leadership to the administration team and community care workers, maintain comprehensive client notes to enable sharing of relevant information and to maintain a knowledge base of circumstance of individual clients
- In conjunction with the Aged & Inclusion Services Manager/Team Leader, Service Coordination Officer and Assessment Officer provide input into the implementation and monitoring of client care plans.
- Administer the community transport program inclusive of enquiries, implementation of bookings and allocation of volunteers.
- Administer the delivered meals program inclusive of orders, stock control, distribution and monitoring.

- Administer the property maintenance program to ensure tasks are completed as requested by engaged qualified contractors in accordance with Council's procurement policies and procedures
- Assist in the preparation, monitoring & reporting of service delivery indicators.
- Create and sustain positive communication channels with Community Care Workers in the delivery of CHSP & HACC/PYP services.
- Address client complaints, grievances and concerns in consultation with the AA&D Services Coordinator.

Administrative Responsibilities

- Complete and prepare client monthly invoicing, inclusive of account queries and resolution.
- Monitor client satisfaction surveys and enter data into funded agency spreadsheet in preparation for mandatory internal audit.
- Prepare reports for funding agencies DHHS & Commonwealth Government
- Coordinate and ensure relevant and correct data is entered in to the software program (Xpedite) to meet internal and external statistical and reporting requirements.
- Maintenance of administrative systems relevant to Aged & Inclusion Services, including computer records, contracts, statistics and CHSP and HACC/PYP Service Reports.
- Completion of pay reports & weekly rosters.
- Excellent knowledge of software/client data systems
- Monitor, extract & review statistical data reports and monitor against targets
- Complete activity reports using statistical data collected
- In consultation with AA&D Services Coordinator contribute to improvements to the Active Ageing & Inclusion Service.
- Where delegated, liaise with Government Departments and Agencies ensuring that relevant client information is conveyed appropriately and in a timely manner.
- Other duties within the scope of the employee's skills, competence and training as directed.

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Team Leader, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.

- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Ability to anticipate workload/activities and make recommendations to the Manager and Coordinators about priority setting of day-to-day activities.
- Provide advice, establish and monitor appropriate administrative and organisational systems.
- Delegate tasks in consultation with Manager and/ or Coordinators.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING

- Exercise judgment in terms of enhancing existing processes and procedures to bring about improvements.
- Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.
- Ability to analyse issues and recommend alternatives.
- Ability to solve problems and present solutions to issues.

SPECIALIST SKILLS AND KNOWLEDGE

- The officer requires an understanding of the technology, procedures and processes used within the service provision and assessment team. In particular, administrator knowledge of the client data system Xpedite is essential.
- Advanced skills in MS Office (Word, Excel, and PowerPoint) and other relevant computer software.
- Knowledge of the electronic records management system ALTUS
- Competence in utilising office equipment such as computer printers, photocopiers, media equipment for meetings and hand held electronic devices.
- Experience in conducting research, including using the internet, and drafting reports and correspondence.
- Ability to analyse reports/documents and summarise relevant issues.
- Must be proficient in the use of IT software, printing and show leadership in effective, efficient office use

MANAGEMENT SKILLS

- The position requires skill is managing time, setting priorities and planning and organising work for themselves and the AA&D administration officers so as to achieve objectives efficiently within the resources available and within a set timetable.
- As supervision is part of the job, the officer will have an understanding of and ability to implement personnel practices including equal employment opportunity and occupational health and safety. The officer will work with the AA&D Team Leader, Service Coordinator and Management to identify training and development required by the AA&D Office Administration Officers.
- The officer will have the skills to provide AA&D Office Administration Officers with on-the-job training and guidance.

- Ability to anticipate the needs and set priorities for the Team Leader, Coordinators and the department.
- Highly developed organisational skills and the ability to manage a range of tasks simultaneously.
- Ability to exercise initiative and work both independently and within a team environment.

INTERPERSONAL SKILLS

- Highly developed interpersonal skills with the ability to establish rapport with all levels of the organisation and with external stakeholders.
- Well-developed written communication skills to prepare correspondence, reports and presentations with ability to review material for accuracy and provide attention to detail and quality.
- Ability to respond to customer enquiries regarding the Department and key stakeholders activities and programs, demonstrating an excellent customer service focus.
- Willingness to continue professional development through relevant training, networking and sharing of knowledge and skills, with the objective of making a real contribution to the Department and adding value and a high level of competence to the role.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health and Safety Act 2004 and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.
- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the Privacy and Data Protection Act 2014, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.

- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this role are occasionally required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Team Leader / Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct.
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintaining a satisfactory National Criminal History Check.
- As part of your role, you will be working or have contact with children. It is your obligation to always ensure their safety and report any concerns that you have, in line with our duty of care obligations. You will be required to regularly provide the necessary working with children, police records and reference checks. We have zero tolerance when it comes to abuse of any kind and will take disciplinary action, including and up to termination of employment, should we determine that abuse has taken place or there has been a failure to report any suspected or alleged abuse.
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- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and Working with Children's Check.

QUALIFICATIONS AND EXPERIENCE

The skills and knowledge required are beyond those acquired through secondary education alone. The position requires completion of a degree or a lesser qualification with skills and knowledge gained through experience and on-the-job training. The commensurate skills and knowledge includes experience in:

KEY SELECTION CRITERIA

- Experience in providing administrative and logistical support to a community based service such as Home and Community Care or equivalent
- Experience in data entry, statistic reporting & analysing the outputs and timesheet processing.

- Well-developed verbal and written communication skills
- Consumer focused individual, with proactive and positive influencing skills to enable positive change management to occur and be enabled across the organisation.
- Ability to lead, motivate and train team members, to establish priorities and manage competing deadlines for self and others.
- A proven commitment in providing excellent customer service and a “can do” attitude in a busy office and service delivery environment.
- An experienced customer service professional with a proven track record in establishing best practice customer service processes, including first point of contact resolution.
- Demonstrated ability to manage escalated and complex consumer enquiries.
- A Certificate IV or Associate Diploma in administration or a related field
- Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	Leanne Green – Manager Active Ageing & Inclusion Services
Approved By:	Lisa Letic – Director Community Services
Reviewed By (P&C):	Carol Jungbauer – People & Culture Officer
Date:	October 2020
Employee Acceptance: (name and signature)	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.