

POSITION DESCRIPTION



Position Title:	Respite Coordinator
Reports To:	Manager, Admissions & Customer Support
Salary/Classification Level:	Salaried
Reporting To This Position:	Nil

Purpose of the Position

The Respite Coordinator is responsible for the provision of exceptional customer service by ensuring that the customer is provided with accurate information on service options, specifically on accessing residential respite care, and has a positive experience when interacting with Helping Hand as part of their initial enquiry with Helping Hand.

The role must demonstrate skills to support Carers caring for family members by demonstrating active listening, empathy and accurate information on options available.

The Respite Coordinator will be responsible to administer the pre-&-post admission requirements for planned and immediate residential respite admissions for Helping Hand's care homes across both metropolitan and country regions.

The Respite Coordinator will also provide timely and efficient administrative support to facilitate the permanent and residential respite placements and departures across the metropolitan and country care homes.

This position will also support and fulfill the administrative office requirements for Buxton House.

Your Team

The Respite Coordinator is a team member of the Admissions & Customer Services Unit and is focused on assisting customers to experience a positive and informative experience that begins from initial enquiry.

This unit sits within the Marketing & Customer Experience Unit of the Corporate Group Division. Together, the 2 teams work in unison and in a positive and collaborative manner, supporting each other with developing creative and innovative approaches and strategies to enhance awareness and access to Helping Hand's services and products.

Other Key Relationships

The Respite Coordinator will have extensive key relationships and work with a range of team members. The position will be required to adapt to working with different key stakeholders (internal & external) including but not limited to the following:

This position description forms part of the contract of employment.

- Residential Service Managers
- Clinical and Administration support staff at our care homes
- Marketing Unit
- Finance Unit
- Medical and Health professionals, including allied health professionals and GP's.

Key external stakeholders including Aged Care Consultants, and hospital discharge planners

Key Outcomes & Responsibilities

1. Support the efficient administration of a single point of entrance for first time enquiries to Helping Hand services through timely response and data entry in the Customer Relationship Management (CRM) tool.
2. Respond to customers in a manner that demonstrates respect, courtesy and empathy. Understand expectations, and provide timely responses, keeping them informed of progress. Ensure all clients receive an excellent and professional service.
3. Exercise judgement in organising own workload to achieve required outcomes.
4. Fulfil efficient and timely administration of correspondence and communications, by promptly scanning, emailing and photocopying documentation to ensure timely response for both internal and external parties.
5. Maintain accurate data input, recording client information and communications (hard and soft copy).
6. Participate in quality improvement activities to promote continuous improvement in service delivery.
7. Build and maintain knowledge of products and services.
8. Ensure customer requests are responded to in a timely manner and support clients to access residential respite care and understand admission preliminary requirements and fees applicable.
9. Monitor and maximise respite allocation for each care home.
10. Actively network and promote Helping Hand services to key external stakeholders, including community groups, referral sources and industry representatives
11. Monitor and report on waitlists, enquiries, potential growth areas and unmet referrals.
12. Ensure all communication maintains the respect and dignity of prospective clients and their families.
13. Participate on internal and external stakeholder committees and working parties as appropriate
14. Actively contribute and work positively when improved and streamlined processes are developed and implemented as a team.
15. Maintain the centralised admission systems and protocols to ensure compliance against the Aged Care Act 1997 and Helping Hand's business rules.

This position description forms part of the contract of employment.

16. Establish and maintain Helping Hand's residential Respite contractual agreements and financial processes.
17. As required, effectively and promptly communicate to relevant stakeholders to ensure correct billing and Medicare funding is in place.
18. Ensure that all information is managed in a confidential manner in accordance with Helping Hand's Privacy Policy and procedures, and demonstrate compliance with the Privacy Act 1988 and the Australian Privacy Principles
19. Ensure that all information is managed in a confidential manner in accordance with Helping Hand Confidentiality Policy and privacy legislation requirements
20. Maintain the effective operation of the Buxton House office by maintaining and ordering stationery supplies, provision of information to staff, coordinating maintenance requests and issues, and coordinating site activities where appropriate.
21. Strive for continuous improvement in work practices by seeking and reporting on opportunities for improvement
22. Ensure a good and safe working environment by complying with documented policies and procedures regarding Occupational Health and Safety.
23. Any other duties as may be required by the Client Relationship & Admissions Manager and as appropriate to meet the strategic objectives of Helping Hand.

You may be requested to undertake other duties that are within your level of competencies, qualifications and training.

Selection Criteria

Essential

- / Excellent interpersonal skills including the ability to respectfully listen and communicate with a diverse range of clients, especially the elderly.
- / Good written skills including the ability to prepare grammatically correct correspondence and complete documentation.
- / Excellent time management skills including the ability to prioritise work, use initiative and work with minimal supervision.
- / Demonstrated skills and experience on the use of the Microsoft suite of products including Word, Excel, Procura, Access and Outlook.
- / Demonstrated typing skills with a minimum speed of 60 wpm and previous data entry experience.
- / Demonstrated experience in working with databases/information systems
- / Previous experience in an administrative support role including the provision of secretarial support to a senior role.

This position description forms part of the contract of employment.

Desirable

- / Previous experience working in the aged care sector.
- / Demonstrated commitment to increase skills and knowledge.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.

This position description forms part of the contract of employment.

- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.