

Position Description

TITLE	Team Administrator
CLASSIFICATION	Band 4
SERVICE UNIT	Aged and Disability Support Services (ADSS).
DIRECTORATE	Community Programs
POSITION NO	221002
POSITION REPORTS TO	Service Delivery Team Leader
DATE REVIEWED	December 2019

POSITION OBJECTIVE

This position works collaboratively with the ADSS rostering team to effectively allocate services hours to a large team of Home Support Workers who provide home, personal and respite care. This position provides essential customer service to both the Home Support Workers and the clients receiving the service.

CORPORATE RESPONSIBILITIES

Manningham Council expects all employees to:

- display Manningham Council's Values: working together, excellence accountable, respectful and empowered
- act in accordance with the Employee Code of Conduct
- adhere to all Council policies, procedures and guidelines as required
- adopt risk management principles in all decision-making processes and apply in day-to-day activities
- comply with all Occupational Health & Safety policies
- apply the principles of Equal Opportunity in the workplace
- display a willingness to work towards continuous improvement

KEY RESPONSIBILITIES

1. Allocation of Service Hours

- Review requests for service and appropriately match and allocate Home Support Workers to the client's needs.
- Prepare and accurately maintain weekly rosters for Home Support Workers, including documenting any changes to rosters and notifying Home Support Workers and customers accordingly.
- Arrange replacement Home Support Workers with appropriate skills and experience when necessary – including utilising primary care staff where possible.
- Participate in the rotating roster for Home Support Worker On Call After Hours Duty as required.

2. Administration

- Receive and record feedback from Home Support Workers and clients regarding services provided and provide to appropriate employees for action.
- Maintain client records, in particular ensuring all client feedback is recorded in a timely manner.
- Assist with the completion of payroll and debtor processing to support the Senior Team Administrator.

3. Customer Service

- Provide information to customers and their families regarding the support services provided.
- Provide information and direction to Home Support Workers in regards to complex client needs.

POSITION REQUIREMENTS

Accountability and Extent of Authority

- Accountable for allocating service hours in accordance with standard procedures and within specified time frames.
- Authority to provide direction to Home Support Workers regarding complex client needs.

Judgement and Decision Making

- Some judgement is required in providing information to clients and Home Support Workers.
- Guidance and advice is always available within the team.

Specialist Knowledge and Skills

- Ability to undertake data entry with a high level of attention to detail.
- Strong customer service skills, with a focus on providing position support.
- A second language is desirable but not essential.
- Highly developed computer literacy skills in the use of Microsoft Office Programs, Outlook, the Internet and community services databases, Carelink would be an advantage.
- Knowledge of disabilities and aged care issues and principles of healthy ageing.

Management Skills

- Demonstrated ability to organise work load to meet agreed timeframes and objectives.
- Ability to direct Home Support Workers

Interpersonal Skills

- Demonstrated ability to gain cooperation and assistance from colleagues and clients while being courteous, response, and respectful of their needs.
- Demonstrated ability to work collaboratively with other team members to achieve a common goal.

Qualifications and Experience

- Demonstrated experience in rostering and good customer service skills preferably in local government or a not-for-profit aged and disability organisation.
- Certificate III in Administration or other relevant discipline is desirable.
- Experience using a community services database, preferably Carelink, is highly desirable.

PREREQUISITES

- Nil

KEY SELECTION CRITERIA

1. Demonstrated experience in rostering preferably in a community service organisation.
2. Demonstrated ability to gain cooperation and assistance from colleagues and clients while being courteous, responsive and respectful of their needs.
3. Strong customer service skills, with a focus on providing position support.
4. Demonstrated ability to work collaboratively with other team members to achieve a common goal.
5. Demonstrated ability to organise work load to meet agreed timeframes and objectives.
6. Highly developed computer literacy skills in the use of Microsoft Office Programs, Outlook, the Internet and community services databases, Carelink would be an advantage.
7. Knowledge of aged care issues and principles of healthy ageing.

This requirement applies to positions in MANNINGHAM COUNCIL's Aged and Disability Support Services:

Police Check will be conducted during recruitment process (essential).

Police Check will be renewed every three years (essential).

International Police Checks

Any applicant who has been a citizen or permanent resident of a country other than Australia since turning 16 years of age will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third party purposes. Where police record checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, and provide a statutory declaration stating they have never been convicted of an offence, or if they have been convicted of an offence, have provided details of that offence.