

Administration Officer Home Support Data System Position Description



Position number:	0044
Classification:	Band 5
EA:	Moreland City Council Enterprise Agreement
Directorate:	Community
Branch:	Aged & Community Support
Unit:	Home Support Unit
Reports to:	Administration and Systems Team Leader – Home Support
Supervises:	N/A
Approved by:	Home Support Unit Manager

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:

With





Position objectives

- To provide expert assistance and advice regarding the Aged Services Software package to ensure proper utilisation of the software, data integrity and the production of timely and accurate reports.
- To provide expert assistance to ensure all data submissions to relevant funding bodies are timely and accurate
- To provide a high standard of efficiency, customer service and accountability in all duties undertaken.

Key responsibility areas

Reporting

- Reconcile DSS DEX data with CL+ data ensuring data is correct by close of reporting period each month
- Reconcile MDS report file against CL+ data, upload HACC PYP MDS files into the online repository
- Produce reports to enable the Unit and Branch Managers to monitor service outputs, analyse trends and to meet acquittal and reporting requirements.

Data & Systems

- Assist the Administration & Systems Team Leader to liaise with Council's IT department and the CIVICA Global Software providers to ensure system maintenance, training, development and upgrades.
- Monitor the DSS Dashboard following up and rectifying errors or warnings
- Check data for payroll processing and export Payroll file
- Create and edit client account numbers in Pathway
- Check data and export client invoice data
- Act as system administrator for CL+, My Aged Care, DSS DEX and Relationship Authorisation Manager
- Provide Carelink and My Aged Care training for staff
- Maintain confidentiality of all records and enquiries relating to the activities of the department and particularly staffing related issues.
- Establish and maintain protocols, procedures and guidelines to ensure data is inputted in a correct and consistent format.
- Liaise and cooperate with other Council departments to ensure that Aged and Community Support services meet corporate requirements regarding systems and data (e.g. names & address register protocols) and the integration to corporate systems such as Pathways and iChris.

Continuous Improvement

- Participate in the ongoing improvement of work practices.
- Actively participate in meetings and procedures and work with a collaborative approach across the Aged and Community Support Branch to ensure service integration and coordination of activity and focus.

- Develop and maintain constructive and collaborative working relationships with members of the Aged and Community Services team.
- Develop and maintain an attitude of customer service and continuous improvement.

Occupational Health and Safety

- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the MoreSafe Manual.

Diversity & Equity

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships:

Internal Relationships	Aged and Community Support staff Personal & Executive Assistants Other Administrative staff Community staff IT and Finance department Civic Facilities staff Citizen's Services staff All Merri-bek staff as required
External Relationships	CIVICA, Funding body representatives, Agencies, clients, Merri-bek residents

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 5. Employee Band 5).

1. Accountability and Extent of Authority:

- Accountable to the Home Support Administration & Systems Team Leader for the performance of all duties.
- Responsible for ensuring that all data reporting to relevant funding bodies are met within defined timelines.
- Responsible for ensuring that payroll is checked and exported and that EBA/LAWA requirements are followed and met.
- Responsible to provide regular and ad hoc reports as requested by Branch or Unit Managers.

2. Judgement and Decision Making:

- Sound judgement and initiative is expected, with guidance and advice always available from the Home Support Administration and Systems Team Leader.
- The ability to quickly acquire a broad understanding of the relevant policies and procedures in relation to the function of the Aged & Community Support branches, as required.
- Creativity and originality will be required to solve problems that may be of a more complex or technical nature.
- Ability to problem solve using procedures and guidelines and application of professional, technical or knowledge gained through experience will be required.

3. Specialist Knowledge and Skills:

- Competency in the use of a range of computer applications such as Word, Excel, Crystal, PowerPoint, Publisher, Content Manager, Carelink+ Plus and other Microsoft Office Suite products.
- Experience and understanding of Information Technology including networked systems and software based on .NET, Access using SQL.
- Capacity to use corporate and financial programs such as Content Manager and iChris.

- Ability to use email and electronic scheduler to an advanced level.
- Broad understanding of the organisational goals and goals of the Aged and Community Support Branch.
- Competency in quickly acquiring a broad understanding of the activities and functions of the branch.

4. Management skills:

- Ability to achieve objectives within a timeframe.
- Ability to set priorities and plan and organise work.
- Ability to exercise initiative and find solutions to problems.
- Ability to work independently as well as in a team.
- Problem solving and analytic skills.

5. Interpersonal Skills:

- A self-motivated, enthusiastic person requiring minimum supervision for day-to-day tasks.
- An ability to respond to and gain cooperation and assistance from internal and external stakeholders in order to achieve goals.
- Proficient telephone skills and excellent customer service skills.
- Strong commitment to working as part of a team.
- Commitment to quality outcomes and efficient work practices.
- Ability to be proactive in addressing administration issues that affect the Aged and Community Support branch.
- Ability to instruct and support others in using IT systems.

6. Qualifications and Experience:

- Completed secondary education and other post-secondary qualifications desirable.
- Advanced keyboard skills including the ability to work with the Microsoft Suite of programs and other corporate and financial systems.
- Demonstrated experience in a software systems administration role.
- Experience in IT network environment and software application maintenance and development (Access, Excel, Crystal Reports).
- Demonstrated high-level computer skills.
- Capacity to be an effective team member.
- A second language other than English would be an advantage.
- Commitment to achieving consistently high standards of performance.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	()	()	(x)
-below 10kgs	()	()	(x)	()
Manual handling frequency	()	()	(x)	()
Repetitive manual work	()	()	()	(x)

Repetitive bending/twisting	()	()	()	(x)
Working with arms above head	()	()	()	(x)
Lifting above shoulder height	()	()	()	(x)
Using hand tools – vibration/powered	()	()	()	(x)
Operating precision machinery	()	()	()	(x)
Close inspection work	()	()	()	(x)
Wearing hearing protection	()	()	()	(x)
Wearing eye protection	()	()	()	(x)
Working in dusty conditions	()	()	()	(x)
Working in wet/slippery conditions	()	()	()	(x)
Wearing Gumboots	()	()	()	(x)
Wearing safety shoes/boots (steel cap)	()	()	()	(x)
Working with chemicals/solvents/detergents	()	()	()	(x)
Washing hands with soap (hygiene)	()	()	()	(x)
Working at heights	()	()	()	(x)
Working in confined spaces	()	()	()	(x)
Working in chillers (+4 degrees C)	()	()	()	(x)
Performing clerical duties	(x)	()	()	()
Working on a keyboard	(x)	()	()	()
Driving cars and/or trucks	()	()	()	(x)

Other special features (e.g. nature of chemicals, travelling requirements, etc):

Key Selection Criteria

- Completed secondary education and other relevant post-secondary qualifications desired.
- Demonstrated experience in a software systems administration role.
- Advanced competency in the use of a range of computer applications including the Microsoft Suite of programs and other corporate and financial systems.
- Commitment to achieving consistently high standards of performance.
- Ability to set priorities and plan and organise own work.

SIGNATURE PAGE

This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.

..... Date / /
(Staff member's signature)

..... Date / /
(Supervisor/Manager's signature)

Please scan signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.

