

# Administration Manager Role Description

## Position Reports To

General Manager – Rehabilitation Services

## Direct Reports

Rehabilitation Services Administration Team.

## Purpose of Position

The purpose of the Administration Manager is to provide exceptional customer service to our clients, referrers, and service providers and to lead and manage the Rehabilitation Services Administration Team.

## Responsibilities

### People Management

- Assist in the development and implementation of a workforce plan for Rehabilitation Services Administration Team to ensure the company meets its business objectives.
- Participate in the recruitment and selection of employees and contractors to deliver high quality rehabilitation administration services to our customers and clients.
- Facilitate the onboarding and induction of new team members.
- Monitor and review the performance of team members to ensure high quality and compliant services are delivered and business objectives are met.
- Develop and implement coaching and training and development programs for team members.
- Participate in performance management and disciplinary actions of team members if required.
- Implement rosters and work allocations to ensure the efficient and effective delivery of services.
- Approve team members timesheets and leave requests.
- Assist in the investigation of employee grievances and employee relations activities.

### Customer and Client Service

- Respond to telephone, email and web based enquiries.
- Assist in service intake and allocation of referrals to our consultants.
- Update client and case details in our client management system (Case Manager).
- Assist in generation and distribution of reports.
- Provide administrative support to our consultants.

### Financial Responsibilities

- Assist in the development of budgets and forecasts.
- Approve purchase requests and employee expense claims for the rehabilitation services administration team up to delegated authority.
- Make payments via company Credit Card issued to you in accordance with Credit Card Policy and other relevant policies.
- Create invoices in our client management system (Case Manager).

- Ensure all items necessary to complete invoicing and payment are accurately and correctly completed in a timely manner.
- Ensure efficient and careful use of company resources and assets.
- Contribute to company expense management and cost savings activities.
- Ensure compliance with company financial delegations, fraud prevention, payroll and purchasing policies.

### Quality Assurance Responsibilities

- Plan and conduct internal audits of rehabilitation administration services processes and activities to ensure efficient, effective, compliant processes that meet stakeholders needs.
- Ensure compliance with all relevant legislation, standards, contractual requirements and company policies and processes.
- Contribute proactively to service improvement projects and ideas.
- Participate in and contribute to company audit assessments and reports in order to ensure compliance and improve services.
- Proactively report and aim to prevent any incidents, near misses, complaints and / or adverse events.
- Identify and report and aim to prevent any potential or actual risks to yourself, your colleagues, suppliers, clients or the company.
- Investigate incidents, adverse events or service improvement ideas where requested by your manager and make recommendations for corrective and preventive action plans.

### Teamwork

- Ensure you treat all colleagues with dignity and respect and without harassment or discrimination.
- Abide by the company code of conduct.
- Participate in the coaching, training, supervision and quality support for you and your colleagues.

### Marketing and Sales

- Contribute to marketing and business development activities.
- Assist in the identification, development and delivery of tenders, requests for proposals, and quotes for services.
- Respond to service delivery enquiries and convert enquiries into customers.
- Assist in the development and maintenance of strong customer relationships with the company.

### Qualifications

Nil essential qualifications.

### Experience

Experience in leading an administration team, especially in the context of rehabilitation services.

Experience as a receptionist or administrative support in an allied health services or rehabilitation services environment.

## Skills

Highly organized and ability to prioritise workload and meet deadlines.

Ability to coach and develop others.

Experience using Case Manager client management software or equivalent.

Technology Literacy, confident using MS Office 365 and ability to learn new technologies.

Excellent phone manner and ability to establish rapport.

## Personal Attributes

Personal values that align with the company mission, vision and values.

Highly developed interpersonal and communication skills and ability to establish rapport with clients and stakeholders in rehabilitation.

Reliable, trustworthy, resilient and committed.

High emotional intelligence (self-aware, socially aware).

## Company Mission, Vision, Values

### Our Mission

Assist people, employers, and insurers reach their potential through assessment, rehabilitation and vocational services.

### Our Vision

To be the provider of choice nationally for assessment, rehabilitation and vocational services.

### Our Values

**Customer Focus:** We strive to understand and exceed our customer's expectations.

**Integrity:** We act ethically, honestly, and do what we say we will do.

**Outcomes:** We strive to achieve excellence.

**Innovation:** We continuously look for ways to improve.