



Supporting our community on all sides

Administration Assistant – In Home Support

Position:	Administration Assistant – In Home Support
Status:	Permanent
Location:	Ashgrove, Brisbane
Responsible to:	Office Manager of Aged Care Administration Services
Classification:	Social, Community, Home Care and Disability Services Industry Award, Home Care Worker Level 4
Scope:	The Aged Care service provides support to clients who are over 65 in their home and in the community.

Organisational Profile

Communityfy Qld is a multi-service community agency providing a range of programs and activities to meet the needs of people living in the northern suburbs of Brisbane. Communityfy currently provides Family and Individual Support, Community Development, Aged and Disability Services, Childcare, Community Education, Multicultural Programs, Neighbourhood Centre Programs, Homelessness Intervention and Mental Health Services. Communityfy also facilitates access to a range of venues for hire to the community, which are available via contracted booking arrangements.

Service Profile

The Home Assist Secure Program provides clients with practical assistance, free information and referral services with regard to home maintenance, modifications and appropriate security. The service aims to support clients to remain living safely in their homes, thus preventing premature admittance to care. The program helps by providing information on home maintenance; providing information on ways of preventing falls; practical assistance with home repairs and minor modifications; referring and organising trades' people; performing home inspections and security installations and repairs. Home Assist Secure works alongside Community's aged and disability services that offer a range of services to support consumers to enable them to remain living independently and connected to their community. Staff and volunteers are matched to consumer needs to provide them with regular social interaction and assistance with activities of daily living, whilst maintaining high levels of customer service and consumer choice. The Communityfy Qld Aged Care Service offers Commonwealth Home Support and Home Care Packages to support clients to remain living in their own homes safely. Communityfy offers a range of supports including showering, domestic support, social support, in home respite, transport, medications, nursing and allied health. The Aged Care Services Administrative Team support the services by ensuring efficient scheduling and all administrative support including phone calls and data entry to maintain highly organised and efficient aged care services that meet all funding requirements and targets.

Position Objective

The role of Administration Assistant is to assist with the day to day administration of the operations and scheduling of the aged care team that deliver front line services to our customers. This will involve ensuring that services, including In Home Support and Home Assist Secure are delivered efficiently according to customer requests and care plans in an efficient manner by maximising the use of Communityfy In Home Support Workers, Contractors and Field Officers.

Key Objectives

- Assist with the Community Aged Care Service in a professional manner that meets the requirements of the policies and procedures of Community Qld
- Contribute to the success of the Community Aged Care Service through active teamwork and effective performance of the responsibilities and duties of the position
- Scheduling and timekeeping of client visits, liaising with allied health and trade contractors for timely service provision to customers
- Customer service and service promotion over the phone with contractors, staff, members of the public and customers
- Daily use of Procura - Customer Management System (CMS) for client record management, scheduling, timekeeping and documentation
- Customer service by providing support to customers navigating My Aged Care system for referral to Community services
- Intake and referral processing including the use of My Aged Care Portal
- Provide appropriate administrative and basic accounting/bookkeeping support to senior management of the Aged Care Service and Community

Responsibilities

Scheduling and Rostering

- Working in our scheduling team, you will play a critical role in ensuring staff are allocated efficiently and effectively in various suburbs throughout Brisbane. Daily, you will be assisting with unplanned changes to existing rosters, forward planning for future services and preparing schedules that reduce staff travel time between appointments.

Administration

- Use exceptional telephone etiquette to answer all incoming calls, within the agreed response timeframes, in a consistently friendly and professional manner leaving a lasting positive impression on the caller.
- Provide appropriate administrative support including the handling of monies to ensure the efficiency and effectiveness of the aged care service.
- Update databases on a daily basis to ensure currency, integrity and accuracy of data housed at all times.
- Ensure compliance with and implementation of relevant legislation, statutory obligations, licensing regulations, awards, accreditation principles and Community Qld's Policies and Procedures.
- Maintain an excellent understanding of Community's intranet 'Communicate'; website 'community.org.au'; HR system 'ConnX'; and any other information and communication tools endorsed by the organisation.
- Ensure all approved naming and filing conventions are adhered to.
- Maintain records in accordance with organisational privacy and security legislative requirements.
- Provide assistance to other Community teams as required within both scope of practice and duties, to ensure operational requirements and business needs of Community are met in a timely manner.
- Maintain accurate account keeping records as required for both contractor invoicing and customer contribution receipting including cash handling.

Qualifications and Experience

- Diploma/Certificate in administration or similar
- Experience in scheduling in a high volume service delivery environment
- Experience in high volume contact or call centre environment
- Minimum 2 years' experience working in aged care/health care sector
- Demonstrated experience maintaining data quality and accuracy across multiple databases
- Must hold a current Drivers Licence and use of own vehicle for work purposes with appropriate insurance
- Current Yellow Card or the ability to satisfy the requirements of obtaining one

Attitude Requirements

- Demonstrate an understanding and ability to empathise with the needs of older people and people with a disability
- Strong communication, interpersonal, self-management and organisational skills, and ability to work within a busy, multi-functioning professional team
- Ability to maintain confidentiality and perform tasks in a non-judgemental manner
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace
- Ability to work to a deadline
- Demonstrated ability to work in an environment which is frequently changing and has high client expectations and competing priorities

Physical Requirements

- Ability to undertake all physical requirements involved with the aged and disability care setting including some light lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling and standing, and sitting for duration.

Declaration
Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date