



## Position Description

As At 16-Jul-2019

<b>Position Title:</b>	Administration and Support Officer
<b>Position Code:</b>	1024
<b>Department:</b>	Community Wellbeing
<b>Business Unit:</b>	Community and Recreation
<b>Work Group:</b>	Aged & Community Care
<b>Position Classification:</b>	Band 4
<b>Effective Date:</b>	July 2019

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

### 1.0 Position Objectives

- 1.1 To be part of and to actively contribute to the effective integration of the administrative functions within the Aged & Community Care Unit.

### 2.0 Key Responsibilities

- 2.1 Provide information relating to services provided to consumers, carers, service providers and other contacts as required.
- 2.2 Provide administrative, financial and clerical assistance including handling consumer enquiries to support the effective operation of the Aged & Community Care Service.
- 2.3 Maintain systems for both paper based and electronic filing of all general office information and consumer records.
- 2.4 Undertake general administration duties such as arranging meetings, monitoring supplies, archiving, generate correspondence, fleet management and petty cash.
- 2.5 Generate consumer monthly statements, purchase orders, receive and validate accounts to be paid as authorised.
- 2.6 Organise, monitor and obtain required information for brokered service agreements and maintain the relevant registers.
- 2.7 Identify and participate in the development of new or improved systems as required, including input into quality improvement processes.
- 2.8 Under the direction of the Team Leader reconcile and submit accurate consumer activity reports and relevant data to funding authorities within the required timeframes and provide service delivery reports as required.

### 3.0 Core Physical Requirements

- 3.1 Capacity to, on occasion, lift items within individual limits.
- 3.2 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.
- 3.3 Capacity to drive a motor vehicle.

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### 4.0 Accountability and Extent of Authority

- 4.1 Liaise with staff within all Council departments on issues relating to Aged and Community Care service operations.
- 4.2 Responsible for liaising with the Team Leader in relation to complex situations.
- 4.3 Authorised to provide information to consumers, carers and other service professionals as required.

### 5.0 Judgement and Decision Making

- 5.1 Required to take initiative in performing the tasks associated with the role, subject to adherence to Council and program policies and procedures.

### 6.0 Knowledge and Skills

#### 6.1 Specialist Knowledge and Skills

- 6.1.1 Well developed computer skills and extensive knowledge of relevant consumer management and finance software and the ability to learn new software packages and systems.
- 6.1.2 An understanding of the needs of older people and younger people who need assistance with daily activities and their carers is preferred.
- 6.1.3 Knowledge of assessment, care coordination and case management services is preferred
- 6.1.4 Ability to understand and acquire knowledge of aged and community care funding programs in a local government/community service environment.

#### 6.2 Management Skills

- 6.2.1 Ability to prioritise own workload to meet specified goals within the required timelines and work cooperatively with others to meet timelines affecting workflow within the unit.
- 6.2.2 Ability to solve problems.

#### 6.3 Interpersonal Skills

- 6.3.1 Well developed communication skills both verbal and written.
- 6.3.2 Demonstrated ability to work cooperatively with consumers, carers, staff and other service providers or agencies
- 6.3.3 High level customer service skills.

### 7.0 Qualifications and Experience

- 7.1 Sound administration and organisational skills including well developed computer skills, with proficiency in the use of databases and word processing applications.
- 7.2 Minimum of Certificate IV in Business (Office Administration) or relevant practical experience in providing administration support.

### 8.0 Key Selection Criteria

- 8.1 Minimum of Certificate IV in Business (Office Administration) or relevant practical experience in providing administration support.
- 8.2 Well developed computer skills, with proficiency in the use of databases, client management systems and word processing applications including Excel.
- 8.3 Understanding of and experience in maintaining financial records and systems.

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- 8.4 Understanding of and experience in the collation of data for reports.
- 8.5 Excellent time management and organisational skills.
- 8.6 Ability to work cooperatively within a team.
- 8.7 High level customer service and communication skills.
- 8.8 A current driver licence.
- 8.9 A current satisfactory police record check.

### 9. Authorisation

Authorised by: Director - Community Wellbeing

Date: \_\_\_\_\_

Employee's Signature \_\_\_\_\_

Date: \_\_\_\_\_