



## POSITION DESCRIPTION

<b>Position Title</b>	Administration Officer
<b>Position Code</b>	1024
<b>Directorate</b>	Community & Infrastructure
<b>Work Group</b>	Aged & Community Care Services
<b>Position Classification</b>	Band 4
<b>Effective Date</b>	July 2022

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

1.1 To be part of and to actively contribute to the effective integration of the administrative functions within the Aged and Disability Services Unit.

### 2. Working Relationships

Reports to	Package Care Team Leader
Supervises	N/A

### **3. Key Responsibilities**

- 3.1** Provide information relating to services provided to clients, carers, service providers and other contacts as required.
- 3.2** Provide administrative, financial and clerical assistance including handling enquiries to support the effective operation of the Packaged Care Service.
- 3.3** Maintain systems for both paper based and electronic filing of all general office information.
- 3.4** Undertake general administration duties such as arranging meetings, monitoring supplies, archiving, generate correspondence, fleet management and petty cash.
- 3.5** Generate purchase orders, receive and validate accounts to be paid as authorised.
- 3.6** Maintain and organise service agreements for brokered services.
- 3.7** Identify and participate in the development of new or improved systems as required, including input into quality improvement processes.
- 3.8** Under the direction of the Packaged Care Team Leader reconcile and submit accurate client activity reports and relevant data to funding authorities within the required timeframes.
- 3.9** Provide service delivery reports as required.
- 3.10** Other duties as directed by Packaged Care Team Leader and/or Aged and Disability Coordinator.

### **4. Core Physical Requirements**

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

### **5. Accountability and Extent of Authority**

- 5.1** Liaise with staff within all Council departments on issues relating to Aged and Disability service operations.

**5.2** Responsible for liaising with the Packaged Care Team Leader in relation to complex situations.

**5.3** Authorised to provide information to clients, carers and other service professionals as required.

## **6. Judgement and Decision Making**

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

## **7. Knowledge and Skills**

### **7.1 Specialist Skills and Knowledge**

**7.1.1** Well developed computer skills and extensive knowledge of relevant client and finance software and the ability to learn new software packages and systems.

**7.1.2** An understanding of the needs of older people and people with disabilities and their carers is preferred.

**7.1.3** Knowledge of assessment, care coordination and case management services is preferred

**7.1.4** Ability to understand and acquire knowledge of aged/disability funding programs in a local government/community service environment.

### **7.2 Management Skills**

**7.2.1** 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.

**7.2.3** Ability to solve problems.

### **7.3 Interpersonal Skills**

**7.3.1** Well developed communication skills both verbal and written.

**7.3.2** Demonstrated ability to work cooperatively with clients, carers, staff and other service providers or agencies.

7.3.3 High level customer service skills.

## 8. Qualifications and Experience

8.1 Sound administration and organisational skills including well developed computer skills, with proficiency in the use of databases and word processing applications.

8.2 Minimum of Certificate IV in Business (Office Administration) or relevant practical experience in providing administration support.

## 9. Key Selection Criteria

9.1 Minimum of Certificate IV in Business (Office Administration) or relevant practical experience in providing administration support.

9.2 Well developed computer skills, with proficiency in the use of databases, client management systems and word processing applications including Excel.

9.3 Understanding of and experience in maintaining financial records and systems.

9.4 Understanding of and experience in the collation of data for reports.

9.5 Excellent time management and organisational skills.

9.6 Ability to work cooperatively within a team.

9.7 High level customer service and communication skills.

9.8 A current driver licence.

9.9 A current satisfactory police record check.

**Authorised by: Director – Community & Infrastructure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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