

POSITION DESCRIPTION

Position Title:	Administration Officer - Community
Direct Supervisor:	Community Manager
Key Relationships:	Community Scheduler, Package Coordinators, Senior Community Services Coordinator, Enrolled Nurse
MAIN PURPOSE OF POSITION:	
The primary purpose of this role is to manage the administrative function for Consumer Directed Care and act as the first point of contact for all Capecare Support Workers.	
Accountabilities	Standards of Performance
Work Health & Safety	<ul style="list-style-type: none"> ▪ Observe and comply with all health and safety instructions, procedures, signs and notices relating to your work and correctly use the appropriate protective clothing and equipment supplied. ▪ Follow Infection Prevention and Control procedures and standards relevant to the role. ▪ Use correct documented procedures to correct, if possible, and immediately report any unsafe situations, near-miss incidents and all work related injuries. ▪ Maintain good housekeeping at all times.
Personal Leadership	<ul style="list-style-type: none"> ▪ Acts with honesty, empathy and kindness towards co-workers and clients. ▪ Engages and works collaboratively with others through a shared purpose to achieve goals. ▪ Has a thorough awareness of cultural safety and conducts themselves to operate inclusivity. ▪ Takes responsibility on an individual level to strive for excellence; ▪ Accepts and responds constructively to feedback. ▪ Is aware of own strengths and limitations and seeks help from others as required; ▪ Adapts communication style and messages to suit different personalities and cultures.
Risk	<ul style="list-style-type: none"> ▪ Understand and proactively contribute to managing risk and to promote a culture of participation in the risk process.
Quality	<ul style="list-style-type: none"> ▪ Actively contribute to quality improvement activities in Capecare through initiating continuous improvement suggestions. ▪ Contribute effectively towards the organisation's quality accreditation processes.
Values	<ul style="list-style-type: none"> ▪ Adhere to all Capecare policies and procedures. ▪ Own conduct and approach aligns with the Capecare Way. ▪ Commits to the values of: <ul style="list-style-type: none"> ▪ <i>Compassion Respect Partnership Commitment</i> ▪ Challenges behaviour in others that contravenes the organisational values.
EDUCATION/QUALIFICATIONS: (Detail the required level for recruitment)	

POSITION DESCRIPTION

<ul style="list-style-type: none"> ▪ Certificate II in Business Administration or similar. • Strong working knowledge of: <ul style="list-style-type: none"> ○ MS Word ○ Outlook ○ Excel ○ Powerpoint ▪ Previous experience or knowledge of rostering principles
<p>TECHNICAL COMPETENCIES AND SKILLS: (Detail the required level for recruitment)</p>
<ul style="list-style-type: none"> ▪ Well developed verbal, written and interpersonal communication skills essential to interact and build relationships. ▪ Excellent time management skills. ▪ Strong customer service skills. ▪ Attention to detail and able to hold oneself and others accountable achieving own goals. ▪ Must be well organised and capable of being responsive to needs at short notice. ▪ Self managing and autonomous
<p>RELEVANT EXPERIENCE: (Detail the required level for recruitment)</p>
<ul style="list-style-type: none"> ▪ Aged care experience would be seen as beneficial ▪ Minimum of 2 years in a similar role
<p>KEY ACCOUNTABILITIES OF THE ROLE: (Detail the specific tasks and responsibilities for the role)</p>
<ul style="list-style-type: none"> ▪ Oversee and administer the day to day activities of the office. • Proactively liaise with all CapeCare staff to ensure regular contact and communication is maintained. • Act as the point of contact for all Support Worker enquiries regarding consumer issues and or services. • Develop and maintain a follow-up system with CapeCare Support Workers. • Preparation, completion and distribution of Support Worker staff meetings, agenda's and minutes. • Development of memorandums and other forms of communication to Support Workers. • Ensure all required data is gathered and stored in relevant databases and attend to filing and maintaining of client information in accordance with the organisation's guidelines and procedures. • Assist in documenting, collating and filing of information required for reports and service and organisation requirements. • Preparation and management of consumer files in readiness for admission to HCP. • Oversee the operation of office filing and archiving. • Assist with locating and providing the current clinical documents as required for new admissions and or reviews. • Manage all incoming calls to the CDC office • Supervise the work of employees in supporting roles when a service is cancelled and they attend the office. • Provide assistance to Support Workers in the understanding and interpretation of CapeCare policies and procedures, as appropriate. • Ensure that office operations are in compliance with policy provisions and standards. • Deal with any other day to day matters that may arise.
<p>Note: <i>The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as-needed basis.</i></p>

POSITION DESCRIPTION

I have read and understood the duties, responsibilities and requirements as per this position description.

Employee:		Signature:		Date:	/ /
------------------	--	-------------------	--	--------------	-----