

## POSITION DESCRIPTION | Administration Officer

<b>Division:</b>	Lifestyle
<b>Classification:</b>	Social Community Home Care & Disability Services Industry Award 2010 (SCHADS). Community Services Worker Level 2
<b>Direct Reporting to:</b>	Service Support Coordinator
<b>Liaising With:</b>	Employees of Myhorizon, service participants, parents/carers, external organisations and members of the general public

### Primary Function:

Supporting the objectives of Lifestyle by working closely with new and existing participants, their delegate's and the Lifestyle Team to prepare service agreements in line with participant NDIS plans and service requests. To complete accurate data entry within the Lumary Care Manager (LCM), to provide administrative support to multiple roles and to provide back up support to the rostering team as required.

### Duties:

1. Fulfill the classification requirements of the Community Services Worker Level 2; Social Community Home Care & Disability Services Industry (SCHADS) Award 2010 and any amendments thereof;
2. Respond to general enquiries to the organisation in a professional manner and data recording within LCM and MYP Myhorizon procedural timeframes.
3. Establish the service need from the general enquirer and provide organisational information as requested and direct to the appropriate division.
4. Explore possible cross-organisational on sales opportunities, document and refer.
5. Complete data entry within LCM, MYP and Lifestyle IT systems requirements.
6. Assist with the review service capacity against participant support requirement utilising risk and mission criteria.
7. Assist with the review of service request within My Place Provider Portal (PRODA) or alternate funding source to determine financial capacity to deliver requested supports in alignment with NDIS plan and/or funding allocation.
8. Complete quotation and service agreements for new and existing participants by drafting service agreement.
9. Submit draft Service Agreement to Service Support Coordinator or delegate for approval.
10. Liaise with Lifestyle key personnel, participant and nominee to review Service Agreement and enact appropriate changes as requested in line with NDIS plan and/or funding source.
11. Provide back-up rostering supports for Service Support Officers as directed by Service Support Coordinator or delegate.
12. Respond positively and professionally to any feedback received by directing to the relevant person as per policy and procedure.
13. Participate in the development of and maintain level of competencies and key performance indicators as required for the position.
14. Actively participate in all Quality Assurance functions including continuous improvement activities, internal audits, policy development, and achievement of the organisations quality objectives as detailed in the Quality Statement.

15. Exercise a duty of care to other employees, consumers, and members of the public by following all instructions in relation to Work Health & Safety ACT 2011 in Section 28: Duties of Workers while at work, a worker must – take reasonable care for his or her own health and safety; and take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the Act; and co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.
16. Abide by the requirements of Myhorizon Quality, Health Safety & Environment Management System (QHSE) the Work Health and Safety Act (2011) and Regulations (2011), Codes of Practice and any amendments that may be legislated from time to time.
17. Participate in compulsory in-service training and other training as determined consistent with the organisations; Skills, Training and Development Policy.
18. Provide written and oral reports as requested, relevant to the position.
19. Maintain level of competencies and key performance indicators as required for the position.
20. Participate in performance reviews as required.
21. Operate within the organisation’s budget allocations, financial controls and other requirements as outlined in the Staff Handbook, Quality Procedures, organizational policies and the Authority/ Reporting document relevant to the position.
22. Deliver services that are in accord with the Principles and Objectives of the Disability Services Act 2006, the NDIS Quality and Safeguards Commission (NDIS) and Key Performance Indicators and any amendments to the Act that may occur from time to time.
23. Operate in alignment with the stated Values Commitment of Myhorizon.
24. Contribute effectively as part of the team environment.
25. Communicate respectfully with the service participant, families, carers, and other employees of the organisation and members of the general public.

#### **Qualifications/Licenses:**

#### **Mandatory:**

1. Significant demonstrated experience and skills in administration and customer service orientated role (or similar).
2. Ability to develop knowledge and expertise in working people with disability and their nominees.
3. Eligibility for a Disability Blue Card / DS Positive Exemption Notice Card.
4. High level of accuracy in Computer Skills – Data entry, MS Office (Word, Outlook, Internet etc).

#### **Skills, Knowledge and Attributes Required:**

1. Minimum of 2 years’ experience in administration, data entry and customer service.
2. Accuracy and attention to detail with strong data entry skills
3. High numeracy and analytical skills
4. Commitment to providing professional services and effective communication and interpersonal skills to participants, their nominees, external providers and the Lifestyle Team.

5. High volume keystroke capability
6. Ability to work as part of the team or autonomously
7. Well-developed oral and written communication skills
8. Current Queensland Driver's Licence
9. Eligibility for Blue Card / DS Positive Exemption Notice Card

**Key Performance Indicators:**

1. Meet all timeframes for completion of new and renewal of existing service agreements within LCM, MYP and Lifestyle IT systems.
2. Concise and accurate data entry completion within LCM, MYP and Lifestyle IT systems within required timeframes.
3. Provide a high level of professionalism in all forms of communications to participants, their nominees, external providers and the Lifestyle Team.
4. Meet the Values commitment of Myhorizon, Employee Code of Conduct & abide by all organisational policies and procedures and the requirements of attendance and punctuality.
5. Attendance to all meetings, as scheduled and all service level reporting & documentation and within required timeframes.
6. Participate in compulsory in-service training (ongoing IT training, coaching support and Learning and Development) and other training as determined & consistent with the organisation.
7. Adherence to directives as requested by management and/or delegate including revised duties as per classification requirements of the Community Services Worker Level 2; (SCHADS) Award 2010.
8. Work harmoniously with Myhorizon staff and all stakeholders.
9. WHS requirements.

**Physical Requirements of the position:  
(i.e. heat, lifting, sitting, driving etc.)**

1. Standing & sitting for up to 8 hours per day with periodic breaks
2. Driving and sitting in a vehicle for up to a 4 hour maximum between various locations
3. Manual handling as per Hazardous Manual Tasks Code of Practice 2011
4. Working in an air-conditioned office and or in the external environment
5. Ability to adapt and respond appropriately in changing situations or when under pressure

**Acknowledgment:**

I, \_\_\_\_\_ (print employees full name) have read and understand the requirements and contents of the position as outlined and agree to perform these duties to the standard required of the position as detailed.

Additionally I agree to immediately inform the person I directly report to and the CEO should any of my essential qualifications (mandatory requirements) lapse, including, but not restricted to my current driver's licence and positive blue card/DS positive exemption notice card.

I further agree to adhere to all company policies, including, but not restricted to current Motor Vehicle Use Agreements. I understand that by not adhering to these requirements I could be terminated from my position

**Employee Name** \_\_\_\_\_ **Signed** \_\_\_\_\_

**Division** \_\_\_\_\_ **Date** \_\_\_\_\_

**Myhorizon**

**Witness Name** \_\_\_\_\_ **Signed** \_\_\_\_\_

**Position Description Authorised by:**

**Manager Name** \_\_\_\_\_ **Signed** \_\_\_\_\_

**Division** \_\_\_\_\_ **Lifestyle** \_\_\_\_\_ **Date** \_\_\_\_\_

Reviewed Date: 5<sup>th</sup> July 2020

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