

Position Description



General Information	
Position title	Administration Officer - Rehabilitation Services
Enterprise Agreement / Modern Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification	Administration Officer Grade 1 – HS1
Status	As per Contract of Employment
Qualifications	Formal qualification in Office Administration and/or relevant experience in administration highly regarded
Primary Location	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.
Reports to	General Manager – Community Services
Direct Reports	Not Applicable
Key Internal Contacts	All Lyndoch staff, consumers (clients), families
Key External Contacts	Members of the Public, Contractors, Suppliers, Health Professionals
Infection Control Risk	Category A - Direct patient contact
Lyndoch Living Vision	
By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.	
Our Values	
Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.	
Position Overview	
The Key focus of this position is to support the Community Rehabilitation Services daily operations, promoting efficiency, compliance and care. The Administration Officer will assist the Rehabilitation team by performing various administrative duties, accurate accounting services and client file management.	

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Key Responsibilities and Key Performance Indicators (KPIs)	
Key Responsibilities	Key Performance Indicators (KPIs)
<p><u>Provide excellence in consumer/customer care</u></p> <ul style="list-style-type: none"> ➤ Provide administrative support to enable the smooth delivery of rehabilitation services and delivery of client programs. ➤ Answer and direct incoming phone calls for Rehabilitation staff and/or other Lyndoch departments & programs. ➤ Coordinate accounting functions within Rehabilitation and Finance Department. ➤ Coordinate taxi lists for clients and manage bookings as required. 	<p>100% all feedback is reviewed and actioned</p> <p>Commitment and ability to carry out Lyndoch Living Values.</p>
<p><u>Ensure compliance with all relevant standards and legislation</u></p> <ul style="list-style-type: none"> ➤ Run monthly invoices from HMS for client programs and therapy charges including residential care services, TAC, NDIS, DVA and other internal and external services provided. Send to Finance Department within set time frames. ➤ Complete NDIS administrative tasks, create booking agreements & liaise with external NDIS plan managers for invoicing. ➤ Enter new client referrals and required information from service agreements onto client data base and discharge and close file when required. ➤ Make up new client files and manage accordingly. ➤ Maintain accurate attendance and client booking sheets. ➤ Maintain accurate client data entry on databases used by rehabilitation services. ➤ Enter daily statistic information into client data base. ➤ Monitor and order office supplies as required. ➤ Minute taking & dissemination of minutes for clinical and monthly team meeting. 	<p>Upon request, 100% documentation completed and submitted to relevant body for auditing purposes.</p> <p>100% of Rehabilitation policies and procedures align with current Legislation and are up to date.</p>

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<u>Quality Improvement and Risk Management</u> <ul style="list-style-type: none"> ➤ Compliance with Infection Control processes ➤ Compliance in ensuring the completion and appropriate follow-up and remedy of incident reports (Riskman) within a timely manner. 		100% compliance with Infection Control processes 100% of Incident Reports (Riskman) completed within 48 hours
<u>Actively participate in professional development in order to deliver best practice</u> <ul style="list-style-type: none"> ➤ Complete annual education modules allocated by the organisation. ➤ Participate, as directed, in the employee Support and Growth Plan. 		100% of education modules completed annually Support and Growth Plan in place
<u>Occupational Health & Safety</u> <ul style="list-style-type: none"> ➤ Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct ➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work ➤ Co-operate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health ➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided ➤ Immediately report any incidents within the workplace to your Manager/Supervision ➤ Be familiar with and follow emergency procedures and directions ➤ Participate in health and safety training programs as required 		Zero workplace injuries 100% compliance with PPE requirements
<u>Organisational Values</u> <ul style="list-style-type: none"> ➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion) ➤ Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders ➤ Role model the organisational Values 		Resident satisfaction survey results Employee Engagement Survey Results
Key Selection Criteria		
Qualifications	➤ Formal qualification in Office Administration or	Essential
Previous experience	➤ Previous knowledge and experience in Office Administration	Essential
Skills and knowledge	➤ Proficient in the use of Microsoft applications and data base management.	Essential
	➤ Ability to prepare monthly accounts and send to accounts for processing.	Essential

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	➤ Ability to prioritize and complete tasks to an agreed time frame.	Essential
	➤ Ability to work as part of a team and autonomously.	Essential
	➤ Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people	Essential

Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

Authorisation

Authorised by (position title): General Manager – Community Services

Review and authorisation date: July 2023