

Position: Aged & Disability Services Administration Officer

Band: 4

Business Unit: Aged and Disability Services - Corporate and Community Services

Position Objective

To assist the Aged and Disability Services team in the provision of high-quality services, which will enhance the quality of life and assist the frail aged, people with a disability and their carers to remain living in the community and independently at home.

Key Responsibility Areas

The following are the key responsibility areas for the position:

- Receive customer enquiries and correspondence, initiating and following up on appropriate action through liaison with relevant Council Officers and external parties
- Prepare and distribute internal and external correspondence as required
- Assist the team to continually develop and maintain systems that ensure continual feedback from staff, volunteers and clients on the quality of service provided and the identification of service gaps across all service areas.
- Support the team in ensuring that all staff continually respect the meaning of client confidentiality with regard to verbal and written communication.
- Assist with undertaking financial and administrative aspects of the program
- Maintain general business records such as client notes, meeting agendas and minutes, relevant documentation and correspondence in accordance with Councils information management policies.
- Assist with the maintenance and administration of Councils systems, in accordance with incumbents relevant skills and experience
- Undertake specialised administrative duties specific to relevant program services
- All other duties and additional tasks as directed, within the skills and abilities of a position at this level.



Organisational Relationships

Reports to: Aged and Disability Team Leader

Supervises: NIL

Internal Liaisons: Aged and Disability staff, Finance Section, Payroll Section, Human Resources and IT Staff

External Liaisons: Clients and Carers, local and Regional providers of Aged, Disability, and Health Services, Members of the community, Brokerage Agencies and Colleagues in Local Govt

Qualifications and Experience

The qualifications and experience required for the position include:

- Certificate in Business/ Office administration or relevant work experience
- Experience and achievement in working in a public sector environment, managing a multidisciplinary role, including administration and communications.
- Current Victorian driver's license – desirable

Accountability and Extent of Authority

The position's accountability and extent of authority will be as follows:

- Know and understand the systems that you work in and help the organisation improve outcomes and provide high values to customers (internal and external) by improving systems, processes and relationships.
- Accountable for establishing and maintaining accurate, efficient and effective administrative systems.
- Accountable for the confidentiality of all information within the control of the position in accordance with Orange Valley Shire practise and relevant legislation.
- Accountable for quality and timeliness of work performed and advice given.
- Freedom to act set by clear objectives with frequent supervision and reporting to direct supervisor
- Work within existing policies and procedures.

Judgement and Decision Making

Judgement and decision-making skills required for the role include:

- The position should seek guidance and advice from the direct supervisor, with respect to matters that are outside the determined guidelines and procedures.
- Show an innovative approach in all aspects of the position



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- Make decisions concerning routine and defined administration functions
- Attend to client grievances and concerns, ensuring all are addressed promptly and appropriately with guidance and advice always available within time to make a choice

The skills and knowledge required to perform the duties of the position include:

- Excellent customer service and communication skills including the ability to communicate with distressed or confused clients
- An understanding in the use of Microsoft Office and the ability to learn in house software quickly.
- Problem solving using guidelines, policies, procedures, technical knowledge and experience. Guidance and advice always available within time to make a choice if required.
- Prioritise of own work load whilst maintaining a friendly and customer focussed approach at all times.
- Use judgement in screening/redirection/answering of incoming correspondence, telephone calls and visitors. Identify significant and related components of incoming documents and research files for specific information as required
- Understanding of long term organisation and home based support services goals and policies
- General knowledge of Orange Valley Shire Council policies, procedures and systems • Ability to manage tasks within given timeframes to meet priority time lines
- Exceptional grammar, oral and written communication skills
- High attention to detail

Management Skills

The required management skills include:

- Skills in managing time, planning and organising own work and setting priorities
- Skills in administration, including staff and service rostering
- Work with direct supervision and use initiative
- Respond quickly to new situations, drawing where possible on knowledge, precedent and/or experience
- Proactive approach to all task



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Interpersonal Skills

- Well-developed oral and written communication skills
- Ability to establish rapport with customers, including all levels of Council staff and members of the public
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- The position requires excellent skills in customer service with an ability to portray an excellent corporate image on behalf of Council, and to ensure that all customers are dealt with in the most efficient and effective manner.
- Skills in preparation of confidential correspondence that is clear and concise.
- The ability to remain objective whilst providing solutions to the diverse circumstances and tasks within the role.

Key Selection Criteria

- Qualifications as outlined above
- Well developed oral and written communication skills
- Excellent interpersonal and presentation skills
- Ability to coordinate tasks, set priorities and work to timelines in a pressured and changing environment
- Ability to work collaboratively with a range of individuals and groups particularly people who are frail aged people with a disability and their Carers.
- Excellent data processing skills and good with numbers



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