

Senior Care Liaison Administrator

Success Profile

As at 24/02/2025

<p>You will make a difference by</p>	<ul style="list-style-type: none"> Supporting consumer choice and IPC Health’s strategic direction for Aged Care Services through effective provision of administrative and case management support services. Providing high quality and responsive care to consumers, Case Managers and other key stakeholders.
<p>To succeed, you will need</p>	<ul style="list-style-type: none"> Certificate III in Health Services Assistance or relevant field. Minimum 5 years experience in a similar role committed to customer service excellence and administration support experience. Working knowledge and experience of the frail aged, disability, and/or relevant community health and welfare sectors. Knowledge of the Aged Care and Commonwealth Home Support Program Sector Reforms is advantageous. High level of communication skills in leading responses to customer initiated issues, using influencing skills to resolve issues and provide specialised advice, establish networks and productive relationships with internal and external stakeholders. Strong administrative skills and proven technical competence using Microsoft Office suite (Word, Excel and similar) with experience using customer management tools and systems. (Experience with The Care Manager 2000 is advantageous). Demonstrated well developed research and problem solving skills to enable the identification of issues and judgement to determine appropriate courses of action and escalate where required. Demonstrated ability to achieve goals within set timeframes through effective means of prioritising workload and organisational skills. Proven ability to work autonomously with minimal supervision, within a multidisciplinary team, and with a range of service providers and organisations. Ability to speak a second language (desirable).
<p>You will improve and promote One Team IPC Health by</p>	<ul style="list-style-type: none"> Acting with purpose, measuring our results, and celebrating achievements (We make a difference) Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) Learning, experimenting and innovating (We are creative)
<p>We will contribute to your success by</p>	<ul style="list-style-type: none"> Providing opportunities for you to share what is important to you, your wellbeing, and what you need.



	<ul style="list-style-type: none"> • Aligning the contribution you make to IPC Health’s strategy. • Guiding you in what to do, when and how to do it. • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	<ul style="list-style-type: none"> • Deliver high-quality, responsive service to consumers, maintaining operational efficiency and exceeding service delivery standards by – <ul style="list-style-type: none"> ○ Acting as the first contact point for consumers, carers and providers’ initial enquiries via phone contact or email, ensuring timely and accurate responses that enhance consumer satisfaction. ○ Complete administrative tasks with high attention to detail, including but not limited to data entry, maintenance and entry of case notes, scanning of documents, monthly budget mail out, processing service requests including reimbursements. ○ Ensure timely and accurate invoice processing, contributing to prompt payments for service providers. • Support the Case Management team to ensure accurate, timely distribution, effective communication and use of consumer information for follow up and service continuity. • Foster positive customer service relationships, proactively addressing concerns, resolving conflicts and assistance relating to consumer touchpoints (ie appointment management, rescheduling etc). • Research, develop, coordinate and disseminate communication materials to provide consumers with relevant, timely and accurate supporting information. • Liaise with relevant business units to identify and develop innovative solutions to improve business processes and systems that support the end to end consumer process. • Develop and maintain positive working relationships with all internal and external stakeholders. • Mitigate risks by applying risk management methodologies, ensuring work is completed with attention to safety and compliance. • Participate in professional development opportunities to maintain up to date knowledge with regards to quality of service provision.
Team	<ul style="list-style-type: none"> • Aged Care Services

Reports to	Aged Care Services Manager
Key relationships	<ul style="list-style-type: none"> • Home Care Package & Linkages package recipients, carers • Home Care Service providers • Aged Care Case Managers • Senior Care Liaison Administrators • Team Leader Aged Care Services • Manager Aged Care Services


Our Purpose

Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our Values


We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

