

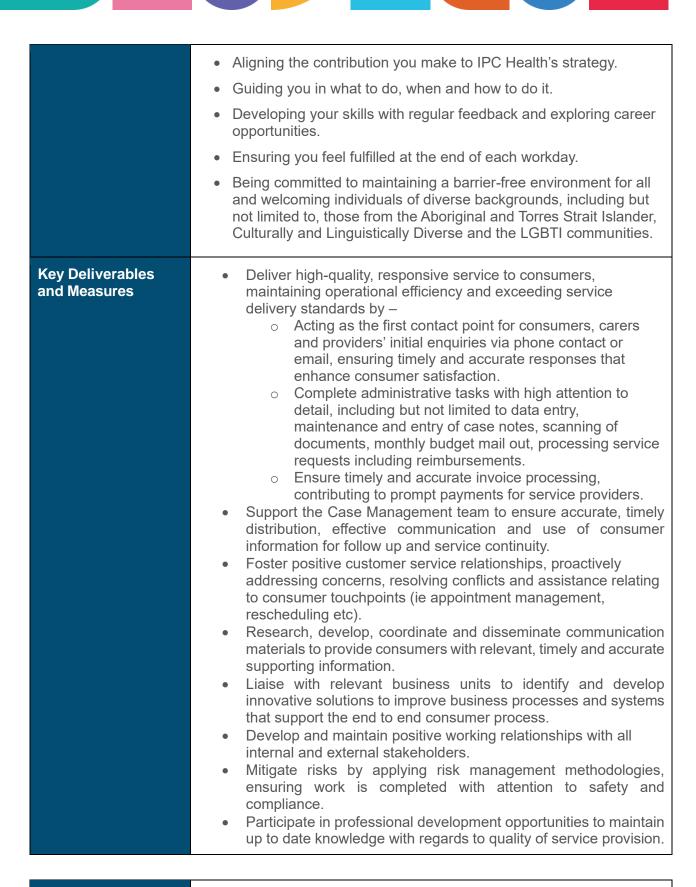
Senior Care Liaison Administrator

Success Profile

As at 24/02/2025

You will make a difference by	 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.
To succeed, you will need	 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).
You will improve and promote One Team IPC Health by	 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)
We will contribute to your success by	 Providing opportunities for you to share what is important to you, your wellbeing, and what you need.





Team

Aged Care Services



Reports to	Aged Care Services Manager
Key relationships	 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

