

Client Administration and Integrity Officer

Success Profile

As at 21/02/2025

<p>You will make a difference by</p>	<ul style="list-style-type: none"> Managing a broad range of Client administration support functions to the Child and Family Services portfolio enabling quality and data integrity Assisting in the efficient operations to optimise the invoicing and administrative processes both internally and externally, that positively impacts service provision and meets DFFH and Alliances Compliance reporting. Assisting in the transference of Family Services client files to the IPC health Client Management System – TRAK Care ensuring data integrity. Assist in the development of processes and instruction guidelines for Family Services staff to aid in their transition to Trak Care as the Family Services Client Management System.
<p>To succeed, you will need</p>	<ul style="list-style-type: none"> Demonstrated proficiency in the use of established technical and administrative processes through a number of years' experience in the field or a qualified tertiary graduate in business management, finance or accounting is advantageous. Experience and knowledge in the Child and Family Services Sector or the Community sector. Strong understanding of foundational concepts such as reconciliation, reporting, and accounts payable/receivable to ensure accurate financial records and compliance. Strong organisational and time management skills to achieve key deliverables. Strong ability to identify and solve problems related to ensuring integrity in the maintenance of client administration and financial data. Proficiency in Trak Care, IRIS and Microsoft Office suite and proven experience with systems administration. Highly developed interpersonal skills, including effective written and verbal skills to effectively liaise with stakeholders. Valid and current Victorian Working with Children's Check.
<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 (<i>We make a difference</i>) Going above and beyond, demonstrating understanding and respect for our communities and each other (<i>We are passionate</i>) Learning, experimenting and innovating (<i>We are creative</i>)

We will contribute to your success by	<ul style="list-style-type: none"> • Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • 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"> • Complete the transfer of closed J drive Family Services client files documentation to the clients Trak Care file this includes the transfer of saved copy of Clients IRIS Case Notes into the client's Trak Care file. • Develop program specific Trak Care instructional guidelines for Family Services team members to ensure the integrity of Client management systems. • Receive Flexible support Packages from Child & Family Services team members and ensure all relevant documents comply with departmental and alliance guidelines. <ul style="list-style-type: none"> • Seek approval from the delegated authorised IPC health personnel and then process for payment either internally or externally to the Alliance lead agency. • Ensure data is accurate between the different acquittal sheets (DFFH & Brimbank Melton & Western Melbourne alliances). • Perform the role within IPC Health's Policies and Procedures and Child & Family Services Program Manual & Alliances Operational manual & processes.

Team	<ul style="list-style-type: none"> • Child and Family Services
Reports to	<ul style="list-style-type: none"> • Manager, Child and Family Services
Key relationships	<ul style="list-style-type: none"> • Senior Manager, Child and Family Services • Manager, Child, Family Health and Wellbeing Services • Child and Family Services Team Members • Early Help Team members • Health Data Manager • Quality and Risk team.

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.

