

Position Description

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| Position Title: | Administration Officer |
| Division: | Operations Support & Specialist Services – Therapy Services |
| Direct Reports: | Nil |

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Therapy provides support to children, young people and adults with a range of disabilities including intellectual disability, physical disability, autism and global developmental delay. Assessments and therapy are conducted in a family centred way to enable the customer to live as independently as possible at home, in education or work and in the community. Northcott Therapy provides timely and evidence based therapy and clinical support to people with a disability, their families and support networks by providing information, support, training and advice within a capacity building approach.

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KEY OBJECTIVE OF THE POSITION:

The role of a Therapy Administrative Officer is to provide support to all the Therapy Managers and Therapy staff in the delivery of effective and efficient operations and functions of the Therapy service. As the first point of contact for Therapy enquiries, a key objective is to provide accurate and timely information to all enquiries in a friendly and professional manner all that all Therapy stakeholders experience a high level of satisfaction regarding their enquiry.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Capacity to work cooperatively with people with disability.
- Excellent interpersonal and problem solving skills.
- Proven ability to provide exceptional customer service including the ability to gain cooperation and assistance from the general public, community groups and other personnel.
- Good written communication skills including the ability to prepare and format correspondence, reports, newsletters and submissions.
- Well-developed time management skills.
- Ability to solve minor problems and handle complaints in a fair and equitable manner.
- Advanced ability to use IT systems and databases.
- Ability to work well in a team environment and show initiative in the execution of tasks.
- Understanding of the National Disability Services Standards and National Disability Insurance Scheme (NDIS).
- Understanding of Work Health and Safety ACT and management requirements.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant tertiary qualification in business administration or evidence of actively working towards completion of qualifications.
- Previous experience working within an administrative support role.
- Demonstrated proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook), Adobe programs and the ability to navigate internet technology.
- Proven ability to write clear and concise business/customer communications.
- Consistent record of achieving set targets.

DELEGATION LEVEL

- Nil

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Meets internal and external customer needs in a timely and courteous manner.
- Examines customer and referrer requests to identify and resolve their concerns and deliver responses within agreed information responses.
- Supports customer service efforts through program design, implementation, recovery and follow-up.
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Relationship Building

- Listens effectively, receives and conveys ideas, information and direction.
- Able to clarify and confirm the accuracy of their understanding of ideas, information and direction.
- Able to ensure that oral and written communications are clear and easy to understand.
- Assesses and takes steps to improve communication (written and verbal) so ideas are conveyed with precision and efficiency.

Problem Solving

- Able to define the extent of problems and develop and/or suggest solutions.
- Makes decisions consistent with skills and experience.
- Recognises decisions that have to be deferred until all pertinent facts are gathered and analysed
- Ability to show initiative when implementing decisions.

Financial Impact

- Administers services within the approved budget.

Time Impact

- Makes sound decisions about immediate service delivery issues within service specifications, relevant policies and guidelines.

Planning and Organisation

- Effectively and economically uses time and facilities.
- Meets deadlines and achieves set targets.
- Maintains a clear grasp of daily tasks.
- Prioritises duties/responsibilities consistent with the Therapy service and key performance measures.
- Effectively manages tasks and assignments including follow-up and delegation (where appropriate).

DUTIES

The typical duties of this position include:

1. Provide customer focused reception and administrative support to assist the Therapy Managers and the rest of the Therapy team.
2. Monitoring the Therapy inbox:
 - a. And other inquiries and/or triaging these to the appropriate person.
 - b. Triaging therapy referrals to the appropriate Therapy Manager and/or allocating to the appropriate therapist.
3. Liaising with the Customer Service Team (CST), IPAs, and CLCs in regards to capacity, referrals, and matching referrals to the appropriate therapists.
4. Assisting SBART and PSOS in submitting requests for setting up new customers.
5. Monitoring expiring NDIS packages and notifying the Service Managers and the relevant therapists.
6. Monitoring cancellations to ensure appointments are re-booked and a cancellation fee applied, when appropriate.
7. Circulating monthly and fortnightly reports such as billability by employee, etc.
8. Other general administrative tasks as required such as minute taking, compiling invoice requests, booking meetings, reception duties as required, etc.

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9. Effectively manage and record feedback, complaints and suggestions from stakeholders in a timely and professional manner.
10. Post, collect (including recording mail received) and distribute all incoming and outgoing mail.
11. Attend staff meetings and training sessions as required.
12. Be aware of and sensitive to the needs of children, families, carers, and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
13. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics.
14. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures.
15. Other duties as negotiated.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.