

## Employee Position Description

Position Details		
<b>Position Title:</b> Program Support Administrator	<b>Department:</b> Child & Family Services	<b>Agreement:</b> Victorian Stand Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Reports To:</b> NDIS Program Support Specialist Manager Operations Child and Family Team	<b>Location:</b> Primarily - Templestowe & Box Hill	
<b>Direct Reports:</b> Nil	<b>Employment Status:</b> Permanent Part Time 0.6 EFT (22.8 Hrs ) Preferable Over 4 working days	<b>Classification:</b> Grade 1 \$31.08 Hourly rate – 3% rise to be applied from July 1 <sup>st</sup> 2023
Position Primary Purpose		
<p>To work as part of the Child and Family Team (CFT), who specialise in the development and wellbeing of children. This role provides technical and administrative support to the operations of the Child and Family Team, particularly with respect to the delivery of NDIS services.</p> <p>The role requires collaboration with other administrative and support staff, the allied health team, and the CFT leadership team and the role reports to the NDIS Program Support Specialist, and will be line managed by a Child and Family manager.</p>		
Decision Making Authority	Key Relationships	
<b>Decisions made independent of Manager or Administrative Officer</b> <ul style="list-style-type: none"> <li>Management of daily workload in line with allocated tasks</li> </ul>	<b>Internal</b> <ul style="list-style-type: none"> <li>Senior Manager/Managers Child and Family Services</li> <li>Child &amp; Family Intake and NDIS support staff</li> <li>Other professionals within Child and Family team</li> <li>Financial and Administrative Team</li> <li>Data Management Team</li> <li>General Support Staff</li> </ul>	<b>External</b> Relevant contacts including but not limited to: <ul style="list-style-type: none"> <li>NDIS/NDIA partners</li> <li>ECIA</li> <li>Professional Associations</li> <li>Referrers</li> <li>Clients/families</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

Key Accountabilities	
Focus Areas	Responsibilities
<b>NDIS Administration Support</b>	<ul style="list-style-type: none"> <li>• Answer and respond/direct phone calls and emails from clients, external partners, and staff</li> <li>• Assist with: <ul style="list-style-type: none"> <li>- calendar management and appointment scheduling</li> <li>- intake processes, on boarding, and ongoing administration for NDIS participants</li> <li>- administration of NDIS waitlists</li> <li>- communication to NDIS waitlisted clients</li> <li>- completion of compliance documents (Service Agreements and Service Bookings) for all NDIS participants</li> </ul> </li> <li>• Support <ul style="list-style-type: none"> <li>- administration of the NDIS portal and NDIS Plan Managers</li> <li>- development/review of work instructions and manuals related to current and new processes and systems</li> <li>- training of new staff in processes and systems related to the administration of NDIS clients, including the billing and service agreement processes</li> </ul> </li> <li>• Provide leave cover for other administrative roles in Child and Family Team</li> </ul>
<b>Data and Finance Support</b>	<ul style="list-style-type: none"> <li>• Become proficient in the use of CFT Client Record Management systems and support the training of new staff</li> <li>• Comply with client record confidentiality policy and procedures</li> <li>• Assist in the registration of new clients, including gathering information</li> <li>• Assist in the preparation of regular and ad hoc reports</li> <li>• Provide support to the NDIS Program Support Specialist in relation to financial and data management, including information gathering for invoice generation</li> <li>• Data management for reporting purposes to relevant stakeholders and management</li> <li>• Assist with monitoring allocation of funds for participants</li> </ul>
<b>Office Support</b>	<ul style="list-style-type: none"> <li>• Order office supplies and maintain inventory</li> <li>• Support petty cash processes</li> <li>• Assist with ordering clinical resources</li> <li>• Perform general clerical duties as required by the CFT team</li> </ul>

*This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.*

<b>Team participation and Self-development</b>	<ul style="list-style-type: none"><li>• Collaborate with Child and Family Team to support priority areas</li><li>• Attend and participate in Child and Family Team meetings and other forums as required</li><li>• Participate in team quality projects as required</li><li>• Identify personal development needs and seek information from a range of sources</li><li>• Manage own workload to deliver role</li></ul>			
<b>AccessHC Values</b>	<ul style="list-style-type: none"><li>• Through actions and behaviour, demonstrate AccessHC Values of; <b><i>Collaboration, Respect, Equity, Innovation</i></b> and <b><i>Quality</i></b></li></ul>			
<b>Governance and Compliance</b>	<ul style="list-style-type: none"><li>• Act in accordance with AccessHC’s policies, procedures, and code of conduct</li><li>• Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position</li><li>• Participate in mandatory training requirements to support the delivery of a safe and effective service</li></ul>			
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"><li>• Act in accordance with health and safety policies and procedures at all times.</li><li>• All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct</li><li>• Treat others with respect and always behave professionally and in accordance with the AccessHC Code of Conduct</li></ul>			
<b>Selection Criteria</b>				
<b>Mandatory selection criteria items</b> <ul style="list-style-type: none"><li>• Police Check</li><li>• International Police Check (if worked O/S in the last ten years)</li><li>• Working with Children Check</li><li>• Driver’s Licence</li><li>• NDIS Worker Screening Check</li></ul> <b>Key Criteria Selection</b> <ul style="list-style-type: none"><li>• Administrative/technical administration experience essential.</li><li>• Minimum three years’ experience in a public health and/or NDIS administration role</li><li>• Effective time management and prioritisation skills</li><li>• Strong organisational skills, high attention to detail, and good negotiating and problem-solving abilities</li></ul>	<b>Attributes</b> <ul style="list-style-type: none"><li>• Strong communication and interpersonal skills</li><li>• Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds</li><li>• Commitment to continuous quality improvement and health promotion principles</li><li>• Well-developed email and report writing skills</li><li>• High level of cultural sensitivity and awareness</li><li>• Demonstrated ability to work in a team environment</li><li>• Demonstrated behaviours consistent with AccessHC values</li></ul>			
<i>This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.</i>				
<b>Version No:</b> 1	<b>Last Updated:</b> 17 May 2023	<b>Author:</b> Jo Thorpe	<b>Approved By:</b> L Rehe	<b>Page</b> 3 of 4

<ul style="list-style-type: none"> <li>Proficiency in Microsoft Office and relevant software applications</li> </ul>	
<p><i>Access Health and Community is a Child Safe Organisation that values inclusivity and diversity. We encourage applications from people with disabilities, those with mental health and/or alcohol and other drug recovery experience, and those with diverse genders and sexualities. We also support Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse backgrounds. As a vaccine positive organisation, we encourage COVID-19 vaccinations and offer disability services, requiring successful applicants to undergo a NDIS Worker Screening Check, Working with Children Check, Police Check and/or an International Police Check.</i></p>	
<b>Authorisations</b>	
<b>Name:</b>  <b>Signature:</b>  <b>Date:</b>	<b>Manager Name:</b>  <b>Signature:</b>  <b>Date:</b>