

# Office Coordinator Agedcare Alternatives Regional Assessment Service

<b>Award/Agreement</b>	Residential Aged Care and Community Services Agreement
<b>Responsible to</b>	Manager Agedcare Alternatives Regional Assessment Service
<b>Summary of role</b>	<p>In accordance with Resthaven philosophy and policies the role of the Office Coordinator is to effectively and efficiently manage the work flow and day to day clerical operations and to continue the development of the capability of the Regional Assessment Service clerical staff.</p> <p>The Agedcare Alternatives Regional Assessment Service operates under contract from the Australian Government to undertake intake and eligibility assessment, case management and linkage services for older people who are seeking access to the Commonwealth Home Support Programme.</p> <p>The Regional Assessment Service functions independently from Resthaven service delivery and staff members are unable to work across both the regional assessment and service delivery positions within the organisation.</p>

## Key Responsibilities and Duties

Undertake duties in accordance with the purpose, values, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Daily supervision of the clerical team to ensure effective and efficient day to day operations of the clerical office
- Ensure the efficient operation of the office by;
  - Maintaining adequate office supplies in accordance with Resthaven purchasing protocols
  - Monitoring the efficiency of the operating systems (including MAC Portal and Salesforce data bases), and refer any issues to the Manager RAS.
  - Ensuring all staff observe excellent communication and telephone protocols at all times
- Orient and train Regional Assessment Service clerical staff
- Review the processes of Regional Assessment Service office in accordance with the clerical duties and RAS work instructions
- Research enquiries from both internal and external stakeholders and provide feedback to the Manager
- Coordinate the maintenance and update of information about support referrals, appointments and bookings to ensure contract KPI's are achieved
- Maintain harmonious workplace relationships and effective communication with both internal and external stakeholders.
- Ensure Regional Assessment Service clerical team operates within its Standard Operating Procedures, daily work schedules and work instructions
- Maintain positive customer relations with both internal and external stakeholders

## Job Description

### Office Coordinator Agedcare Alternatives RAS

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#### **Key Responsibilities and Duties Continued:**

- Provide monthly statistical and financial reports to the Manager as required
- Respond to and support enquirers
- Ensure data base of contacts and information is accurate and up to date
- Assist with the evaluation of the efficiency and effectiveness of Regional Assessment Service by, implementing, monitoring and reporting on the evaluation design topics.

#### **Quality and Safety**

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

#### **Privacy and Confidentiality**

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any "Confidential Information" that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - business or operational interests;
  - methodology and affairs;
  - financial information; and
  - anything else that is notified as being confidential.

Other duties as directed by the Manager Agedcare Alternatives Regional Assessment Service, commensurate with classification and training.

## Person Specification

### Office Coordinator Agedcare Alternatives RAS

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#### ESSENTIAL CRITERIA

##### Qualifications / Experience

- Certificate III in Business Administration or equivalent qualification
- Knowledge of and commitment to continuous improvement and quality management systems
- Excellent communication, interpersonal and customer service skills including demonstrated experience interacting with a wide range of people
- Ability to show empathy and communicate effectively with older people
- Ability to create a highly functioning team
- Demonstrated ability to work flexibly in a changing environment, dealing with multiple tasks concurrently and meet deadlines
- Proven experience in managing a busy office with diverse work flows
- Proficient to a superior level in the use of the Microsoft Office suite of programs including Word, Excel, Outlook and PowerPoint
- Typing speed of a minimum 65 WPM
- Proven experience providing a confidential administrative support service
- Ability to exercise discretion and confidentiality when dealing with sensitive matters
- Ability to work with minimal supervision and to organise work priorities
- Ability to work in a team environment
- Experience working in a corporate service environment of an organisation with geographically diverse operational locations
- A valid current driver's license

#### DESIRABLE CRITERIA

##### Qualifications / Experience

- Previous experience in the supervision of a team

Acknowledged

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Manager Agedcare Alternative Regional  
Assessment Service

Date

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Acknowledged

\_\_\_\_\_  
Employee

Date

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