



Administrative Officer Service Centres - Position Description

CALVARY COMMUNITY CARE

Vision Statement

With passion and expertise, to excel in enabling people to live as they choose in the community.

Function

To provide administrative support to the Service Centre, assist with answering incoming calls, process the area timesheets, check Service authorisations and action debtor queries within specified timelines.

Responsible To

Area Service Coordinator

Key Selection Criteria

1. Commitment to:
 - the organisation's philosophy of providing responsive, flexible and customer focused services
 - the values of Calvary – hospitality, healing, stewardship & respect
2. Demonstrated ability to communicate clearly and effectively on all levels, especially on the telephone and in written communications.
3. Demonstrated administration/office experience and the ability to work cohesively as a team member.
4. Demonstrated ability to use computers, especially emails, word processing, and the ability to become proficient in the GoldCare software.

Responsibilities

1. To process area timesheets each week, complete report for timesheet verification and checking and run all other reports necessary to complete the pay/time sheet process.
2. To check the new project clients weekly, confirming the service plans reflect the Bill to and services requested.
3. To be responsible for mail collection and distribution within service centre if required.
4. To be responsible for all debtor queries and follow through with the client/client agency reporting findings to Invoicing officers within specified timelines.
5. To assist in maintaining an updated client and employees database.
6. To assist client services officers and coordinators as required, especially with roster changes and notification of changes to clients.
7. To assist with employee administration tasks such as sending Support Worker birthday letters, review follow up.
8. To understand and implement the organisation's policies and procedures, including WHS practices in relation to self and other employees.
9. To maintain confidentiality of all client and Support Worker information.
10. To undertake other administrative duties as required.

Approved by: General Manager Human Resources

Approved Date: [Approved Date]

UNCONTROLLED WHEN PRINTED

Review Date: 9/01/2021

Quality Responsibilities

1. To follow organisation policy and procedures regarding quality.
2. To demonstrate the philosophy of responsive, flexible service through prompt, accurate and polite attention to all callers- internal and external- ensuring that requests and messages are passed on in a clear and timely manner.

Development

1. To contribute to the ongoing monitoring and review of quality systems in regard to the admin/service support function.
2. To represent the organisation in a positive and responsive manner in all dealings with callers and visitors.

Liaison

Clients, Support Workers, other internal employees, and external purchasers of service or client contacts.

Core Duty Understudy

CSOs

I have read and understood the information in this Position Description and the accompanying WHS Position Description ([Office Employees and CSOs WHS Responsibility Statement - Position Description](#)) and agree to comply with its requirements and obligations and confirm that I have no injuries that would prevent me from safely performing the inherent requirements of the position.

Name: _____ (please print)

Signature: _____

Date: _____