



POSITION DESCRIPTION

POSITION TITLE	Business Support Assistant
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Program Lead

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

The Aged Care Division provides residential aged care services, independent living accommodation for people on low incomes, in home care and day and respite services for older people and people with disabilities.

POSITION PURPOSE

This role will provide administrative support to assist managers and clinical staff to maintain site services and systems and ensure the smooth operation of services. The Business Support Assistant will ensure that all clients and stakeholders experience excellent customer service and are treated in a respectful manner.

KEY RESPONSIBILITIES

- Provide exceptional customer services to all stakeholders in a responsive and respectful manner
- Consult with clients and stakeholders to ensure understanding of the services offered and to navigate the systems for access to services
- Design and implement system improvements to meet the needs of program, sector, and organisational changes
- Maintain the client management system to ensure accurate client data including client information, rostering requirements, and relevant financial information
- Design and maintain effective reporting systems, analysis of service delivery data to support management decisions and state and federal funding requirements
- Support quality and audit processes and ensure compliance with OH&S, Aged Care Standards, legislative requirements and in line with best practice principles
- Oversee the maintenance of the sites and fleet vehicles to ensure a safe environment for staff and visitors
- Demonstrate a 'one team' approach by supporting team members, coordinating team events, and a proactive approach to team building activities, professional development, and social events
- Other duties as required

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

SCOPE OF RESPONSIBILITY

Direct Reports: N/A

Indirect Reports: N/A

KEY SELECTION CRITERIA

Career Experience:

- Previous experience in the Aged, Community or Health Care sector with an understanding of funding arrangements
- Proven ability to provide excellent customer service to clients and visitors
- Excellent administration skills including accurate data analysis and report generation
- Previous experience in quality and audit processes and maintaining appropriate records

Personal Qualities:

- Exceptional communication skills and ability to build and maintain relationships with a diverse range of stakeholders
- Ability to identify problems and make recommendations to management for continuous improvement
- Excellent time management and organisational skills and ability to prioritise workload to meet demands
- Proven ability to flexible and responsive to change and implement system and process changes
- Be a team player with ability to support the team and participate team activities
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process
- An NDIS Worker Screening check is required – BSL will support successful candidates in this process
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.