



POSITION DESCRIPTION

POSITION TITLE	Business Support Coordinator
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Regional Team Leader - Business Support

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

Aged Care - 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 individuals on a low income and at risk of homelessness.

Community Care - The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, and delivers in home care, day and overnight respite, and social support.

POSITION PURPOSE

Approved: September 2024, Senior Manager Community Care

The Business Support Coordinator works closely with the Regional Team Leader (RTL) in supporting a team of Service Coordinators, Claims, Accounts Payable, and Accounts Receivable staff to ensure provision of quality Community Aged Care services and accurate and complete financial reporting.

KEY RESPONSIBILITIES

- Mentor and support multiple cross discipline teams with the performance of their duties, monitoring and providing appropriate feedback.
- Provide day to day support to and resourcing for the team
- Support the RTL with staff inductions
- Identify and escalate matters to the RTL as necessary in a timely manner
- In collaboration with the Business Analysts, prepare reports in a timely manner that contributes to accurate and complete financial reporting of Community Aged Care operations.
- Support the RTL in driving training and development opportunities for staff
- Identify and actively contribute to implementation of changes to systems and processes.
- Support the RTL in ensuring work by the Business Support team is completed within agreed timeframes to ensure quality outcomes.
- Identify gaps and develop capabilities needed to meet current emerging business and operational needs.
- Proactively identify continuous improvement opportunities and make recommendations for appropriate solutions, such as support with internal audits, reviews, and maintenance
- Support the RTL in completing follow up of incident reporting within the Business Support team.
- Liaise with and maintain positive working relationships with internal and external stakeholders ensuring a high level of discretion, diplomacy, and professionalism.
- Work collaboratively within teams to achieve common goals.
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities.
- In collaboration with manager, set goals and objectives to ensure outcomes are met.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices.
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct/indirect contact with children and/or vulnerable individuals.
- Other duties as required.

KEY SELECTION CRITERIA

Career Experience:

- Experience in service delivery in the Community Aged Care and/ or Disability sector.
- Demonstrated experience in scheduling or service coordination
- Demonstrated understanding of client diversity and the issues experienced by clients and their carers.
- Demonstrated experience in managing multiple cross disciplinary teams.
- Demonstrated experience in supporting and bedding down change initiatives.

Personal Qualities:

- Sound people management skills with the ability to lead teams to achieve high quality outcomes and implement change.
- Well-developed time management and organisational skills to manage workload, set priorities, and meet deadlines.
- Well-developed interpersonal and communication skills with the ability to establish and maintain effective working relationships across all levels both internally, externally and with people from diverse backgrounds.
- Demonstrated experience working effectively in a team, in collaboration with employees and with external agencies and personnel including consultation and negotiation with a range of stakeholders.
- High personal and professional ethics.
- Ability to use initiative, problem solve and work under pressure.
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety.
- Proven ability to lead and influence to achieve personal and professional goals.
- A keen interest in rostering technology and capability with rostering practices and systems.
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Tertiary qualification in health or a related discipline preferred.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include work based travel and attendance at a variety of different work locations as required.
- Proof of eligibility to work in Australia is required
- Current Victorian drivers license is required
- A satisfactory Police 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.
- A Working with Children Check is required - BSL will support successful candidates in this process.
- Aged Care Banning Orders Register checks shall be undertaken.

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 may be amended from time to time.