

## Position Description

<b>Position Title</b>	Business Systems Support Officer		
<b>Portfolio/Business</b>	Dementia Centre, Research & Consulting		
<b>Business Unit/Facility/Region</b>	Dementia Centre		
<b>Location</b>	St Leonards	<b># of Direct Reports</b>	0
<b>Reports To (Position Title)</b>	Service Manager – Dementia Centre Operations		

## Organisational Context

HammondCare is an independent Christian charity that exists to improve quality of life for people in need.

We specialise in aged and dementia care, palliative care, rehabilitation, mental health services for older people, and other related health and aged care services. HammondCare seeks to embed evidence-based best practice in its services and we provide these services through home care, sub-acute hospitals and residential aged care.

Bringing these health, hospital and aged care services together, HammondCare has been able to develop innovative, flexible care models designed to serve people with complex health or aged care needs, regardless of their circumstances.

### Our Mission and Motivation

Our passion is improving quality of life for people in need.

### Our Mission in Action

We serve people with complex health or aged care needs, regardless of their circumstances.

## Context of Position

### Essence of the role:

To provide effective end user support and perform system administration and auditing tasks in the CRM (Salesforce), Microsoft Teams, Microsoft Office platforms and HammondCare systems. The Business Systems Support Officer may also be required to work alongside Hiring managers to assist after the initial onboarding from the manager with ongoing training, monitoring and support to users to ensure quality control and that all members of the Dementia Centre are onboarded into all HammondCare Systems and processes efficiently and effectively.

### Key Focus Areas:

- Administration, auditing, and ongoing support of the CRM and our various systems, SharePoint platforms and corporate drives.
- Onboarding staff to the CRM & Hammondcare systems
- Highlighting to Hiring Managers through auditing, areas of concern with regards to staff compliance and performance in correctly using the CRM and HammondCare systems.

## Key Responsibilities

1. Complete the auditing and support for the core applications and systems used across Service Delivery including Salesforce, Microsoft Teams, Microsoft 365 distribution lists and Sharepoint
2. Common issues are turned into FAQ's or lessons learnt and shared with managers for them to implement change management within their teams
3. Review and report auditing statistics on data entered into the CRM, support requested and solved in either a fortnightly or monthly basis to managers responsible for driving change
4. Provide these auditing and data reports to help management drive change management decisions
5. Support Hiring Managers in the onboarding of staff to the CRM and HammondCare systems
6. Prepare and format training and systems guides to support Hiring Managers in the onboarding of staff for all core systems
7. Develop and maintain close relationships with managers and teams, fostering an environment of innovation and sharing of good practice
8. Other adhoc duties as requested

## Education, Experience and Skills

### Essential/Mandatory:

- Commitment to engage and align with HammondCare's Christian Mission, Motivation and Mission in Action.
- Capacity to undertake sound auditing of data
- Ability to collate and provide succinct and accurate data reports
- Strong knowledge of CRM systems
- Ability to develop sound internal working relationships with all levels of staff
- Demonstrate initiative and proactive approach with assigned tasks
- Time management and organisational skills

### Desirable:

- Previous experience of CRM use in an NGO
- Skills specifically in Salesforce, Microsoft 365, Microsoft Teams and Sharepoint
- Demonstrated ability to work well independently and work well with other staff members
- Attitude of service
- Resilience and flexibility to learn as the role evolves

## Taking care of you, while you take care of others (WHS responsibilities)

- Participate and work in a manner that considers the optimal health, safety and wellbeing of yourself and others
- Attend training and information sessions to build skills and knowledge to work safely
- Follow and uphold HammondCare's policies, procedures, guides and safe work practices
- Promptly report and respond to hazards, incidents or injuries within the workplace
- Make known to management any instances where the implementation of policies, procedures or guides make carrying out a task unsafe

## Capabilities for the Role – Work Stream A

Capability	Description	Behavioural Indicators Work Stream A
<b>Mission in Action – Live the Mission</b>	Align with HammondCare culture and values, and shape the culture by demonstrating the Mission in action – Serving Others and Working Together.	Demonstrates a strong understanding of the HC Mission, Motivation and Mission in Action and ensures that judgements, decisions and actions are aligned.
<b>Providing Leadership</b>	Lead self and others by seeking feedback and taking responsibility for personal and professional development. Empower others to develop the 6 capabilities to meet HammondCare's future directions.	Serves as a role model that other people want to follow. Commits to continuous development. Motivates oneself. Facilitates the improved performance of others by providing advice and guidance.
<b>Working Effectively with Others</b>	Serve people with passion, working together to focus on the needs of those we serve. Being deliberate about communication to engage others and achieve outcomes. Proactively partner and collaborate across teams and portfolios. Demonstrate self-awareness and motivation, and help others develop greater self-awareness.	Ensures the primary focus is on the needs of the people we serve. Seeks to see things from their point of view. Relates well, acts professionally and actively participates as a member of a team (includes everyone you work with and serve) and contributes to improving quality of life for those you serve. Has self-awareness; is open to feedback and seeks to understand how your actions and behaviours impact on others.
<b>Delivering Results</b>	Perform the requirements of the role well and ensure role expectations and objectives are met. Solve problems effectively, ensuring that issues are fully understood. Manage performance and evaluate outcomes.	Achieves day-to-day responsibilities and meets expectations. Recognises the activities needed to get things done. Completes role responsibilities without close supervision. Uses skills and knowledge to make effective decisions ensuring that issues are fully understood; options explored and others are consulted.
<b>Demonstrates Excellence in Work</b>	Follow HammondCare's mission and apply evidence based practice to the way you work.	Uses knowledge and skills to perform your role at the standard HC expects and follows through on tasks to completion. Implements HC policies and procedures relevant to your role. Actively seeks improved work methods. Safeguards and maintains the organisations financial, physical and intellectual assets within scope of role.
<b>Adapting Approaches</b>	Adapt to changing circumstances and perform role effectively in an environment of ambiguity and complexity. Embrace innovation by recognising situations or conditions where change is needed and influence others to improve.	Re-prioritises work to meet changing needs. Proactively asks questions to clarify issues where there is uncertainty. Is flexible and open to change. Identify opportunities to improve the way you work.