

Admin Officer

Position Description

Position number 402002
Directorate Community Services

Department Aged Care
Immediate Supervisor Operations Coordinator | Manager Aged & Disability

Supervising Positions(s) Team Leaders, Home Care Assistants
Level OP 4 – Operational

Position Approval



Gina Lacey

Director Community Services

01/03/24

Review and Approval Date

Position Objective

Responsible for providing quality administrative and customer service support for Aged Care Services in accordance with MacDonnell Regional Council strategic and regional plans, policies, procedures and relevant legislation.

Key Duties and Responsibilities

- Ensure the efficient delivery of administrative and data processing activities associated with procurement, financial services and human resources including provision of training and support to MacCare staff.
- Work in collaboration with the Senior Admin Officer for MacKids to understand the financial systems of Centrepay for Aged Care Clients and School Nutrition Programs while providing support and coverage in her absence.
- Provide relief support to other Community Services departments as necessary.
- Work in collaboration with Quality & Clinical Governance, Operations and Community-based Coordinators to streamline monthly reporting processes, maintenance requests, WHS and Toolbox registers.
- Harness information from a variety of sources to provide sound advice to the MacCare Leadership team.
- Using critical thinking to proactively identify risks, issues, efficiencies and opportunities as well as the ability to effectively communicate this to achieve business outcomes.
- Managing service delivery processes to ensure workflow runs smoothly, effectively prioritising the work and time of the Community Coordinators, managing deadlines and supporting other staff to adhere to efficient processes.
- Demonstrate interpersonal relationships, collaboration and negotiation which extend to liaising with developing strong working relationships across Council, community and industry stakeholders.
- Prepare and coordinate briefing materials for department meetings including preparing complex or sensitive correspondence, documentation, reports, submissions, proposals and notes.

Skills and Attributes

- Identify and address opportunities, risks and emerging issues within the department.
- Support the Aged Care Leadership team on matters including staffing, client payments, internal budgets and procurement processes.
- Be fluid, flexible and adaptable to changing priorities and circumstances.
- Be part of team that fosters a culture of continuous improvement, teamwork, integrity and respect

Role Requirements

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Essential

- Certificate III in a related discipline and/or extensive knowledge and skills gained through on the job training.
- Demonstrated strong administrative and financial skills in an office environment.
- Strong interpersonal skills with the ability to provide advice and resolve issues.
- Demonstrated literacy, numeracy and computer keyboard skills of a high standard, which emphasis on word processing, data entry and spreadsheets.
- Proven ability to manage multiple deadlines and work well under pressure.
- Sound knowledge of and commitment to the principals of Workplace Health and Safety.
- An awareness of the Socio-economic factors affecting Indigenous Australian in remote locations.

Desirable

- Experience operating a 4WD vehicle on unsealed roads
- Previous experience in working for an organisation operating across multiple sites

Travel Requirements

This position is based in Alice Springs with minimal travel required to remote communities.

Physical Requirements

The role requires the following physical aspects:

- Sitting and/or standing for extended periods
- Working indoors in an office environment
- Working outdoors in direct sunlight/heat
- Manual handling of objects above 10Kg
- Travel in light aircraft or by 4WD vehicle on unsealed roads for lengthy periods

Employee Declaration

I have read and fully understood the position requirements as outlined in this document.

Signature

Date

Position Reporting Structure

Manager Aged & Disability Services

Senior Coordinators

Community Based Coordinators

Admin Officer