



113 Blackwall Road
Woy Woy NSW 2256



POSITION DESCRIPTION and KPIs

NAME - TITLE

DEPARTMENT/AREA Business Support Officer PCC- CCCMS

POSITION PURPOSE

To provide high quality Business Support

REPORTING TO

Program Manager

DIRECT REPORTS

Business Support Coordinator

SKILLS, COMPETENCIES, QUALIFICATIONS, EDUCATION and EXPERIENCE

Essential -

- ◆ Qualifications in Business Support or Administration studies- Minimum Certificate III
- ◆ Demonstrated competence and experience in an administrative/reception role
- ◆ Demonstrated high level of competency in Information technology including Microsoft Office and client data systems
- ◆ Demonstrated high level client focused communication, negotiation, teamwork and organisational skills
- ◆ Current driver's license
- ◆ Demonstrated knowledge of Community Care Sector issues and services
- ◆ Knowledge of OH&S and EEO
- ◆ Commitment to ongoing professional development and training

Desirable –

- ◆ Experience in working in a Not for Profit Organisation.
- ◆ Previous experience in working with other service systems.

KEY RELATIONSHIPS

Internal - Chief Executive Officer, Program Manager, Business Support Coordinator and Senior Case Manager

External - Clients and the wider community, and service providers,

Our Mission

To implement the Central Coast Case Management Services Program in order to provide support to assist clients and their carers to enable them to remain in their own homes and live a lifestyle of choice

Our Core Business and Personal Values

- Transparent and accountable
- Professional
- Innovative
- Collaborative
- Respectful
- Ethical, honest and open
- Committed and dedicated
- Efficient and effective
- Care, empathy and client centred
- Quality driven outcomes
- Financially prudent
- Team focused and continually developing our skills, both professionally and personally
- Adaptable to change

Philosophy

Central Coast Case Management Services believes in:

- The rights of people to make choices in their own lives
- The rights of people to dignity, respect, privacy and confidentiality
- The right of people to be valued as individuals
- The right of people to access services on a non-discriminatory basis and culturally appropriate
- The right of the community to accountable and responsive services

Outcomes

The outcomes pursued by the Central Coast Case Management Services are:

- that clients and their carers receive high quality case management support
- that persons who are frail aged and younger people with disabilities can remain in their own home
- that family or other primary care givers are supported in their role
- that persons post public hospital discharge are supported for a set period of time with the aim of facilitating access to mainstream community services.
- that the agency operates in an effective, efficient and accountable manner

Project Goals

- to operate within the Project Guidelines to provide the best possible service to the Community Options Project client/carers
- to provide information to service providers, the community and medical practitioners relating to the Community Options Project
- to outreach in the Gosford City Local Government Area to the community and to minority groups requiring service which are unable to access existing services
- to maintain effective and efficient service through constant revision of information, training methods and communication

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Team Member	
Program Manager	Helen Tuxworth
Date	1.5.2009
Position Description Review Date	09/10

KEY RESULTS AREA 1 - PROFESSIONAL SKILLS AND APPLICATION

Responsibilities	Key Performance Indicators (KPIs)
<p>Appropriate qualifications, experience, demonstrated knowledge and application of the skills required for this position</p>	<ol style="list-style-type: none"> 1. Respond to all telephone enquiries and referral information requests in a professional manner; All client related services enquiries and issues to be forwarded to relevant Case Manager or Client Liaison Officer for action. 2. General upkeep of a safe and welcoming reception/resource area, minimum weekly or as required. 3. Receive clients and visitors in a welcoming and resourceful manner. 4. Maintenance of information resources e.g. brochures used for referral services weekly or as required. 5. Daily recording and dissemination of incoming and outgoing correspondence. 6. Handle event and other registrations and associated record keeping as requested 7. Assist upkeep, documentation and reordering of stationery, administrative, IT and housekeeping resources and materials; All orders must be approved by the Business Support Coordinator before placing order. 8. Provide general word processing, clerical and business support to staff on request; 9. Provide support with in-house mail-outs as required; 10. Following up maintenance requests regarding identified problems with office equipment as referred by Business Support Coordinator 11. Provide responsive assistance to Program Manager in relation to Business Support tasks. 12. Prepare client information packs and maintain minimum of 30 packs. 13. Maintain Brokerage Agreements file ensuring receipt and completion of agreement from new service providers. Provide update to Business Support Coordinator monthly. 14. Maintain brokerage service insurance and workers compensation files ensuring updated certificates are held for all service providers and follow up where necessary. Minimum annual reviews. Provide monthly update to Business Support Coordinator. 15. Maintain Disability Parking Register. Record monthly totals and summary from field sheets for RTA.

16. Maintain relevant electronic spreadsheet of business support activities minimum monthly

KEY RESULTS AREA 2 - COMMUNICATION WITH STAKEHOLDERS

Responsibilities	Key Performance Indicators (KPIs)
<p>Excellent communication and interpersonal skills including demonstrated experience in liaising with a wide range of stakeholders</p>	<ol style="list-style-type: none">1. Act in a professional manner at all times when dealing with internal and external clients.2. Positively promote the organisation both internally and externally.3. Be prompt and provide courteous service to service users, colleagues and the broader community.4. Maintain confidentiality on all issues relating to the Organisation, the service users and colleagues.5. Treat all stakeholders with respect and equality, whilst being responsive to their needs.6. Understand the client's specific cultural needs so that appropriate services and support for client response occurs.7. Maintain an awareness of the available resources and services within the local community.8. Establish effective working relationships with clients, providers and funders.9. Communicate in language that is understood by the client those needs which fall within the aims and objectives of the program10. Maintain a professional manner in all aspects of communication and be responsive to all enquiries.

KEY RESULTS AREA 3 - OUR TEAMWORK AND COMMUNICATION

Responsibilities	Key Performance Indicators (KPIs)
<p>Demonstrated ability to participate as an active member of the Central Coast Case Management Program and Peninsula Community Centre</p>	<ol style="list-style-type: none"> 1. Participate in designated housekeeping duties as a member of the PCC- CCCMS program staff team; 2. Work positively within a team to achieve team and organisational goals. 3. Work harmoniously with other team members to achieve service delivery excellence. 4. Contribute to the implementation of the organisational strategic plan. 5. Use and apply PCC and CCCMS policies, procedures and standards. 6. Co-operate with team members and others within PCC and CCCMS.

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KEY RESULTS AREA 4 - BUSINESS SUPPORT AND DOCUMENTATION

Responsibilities	Key Performance Indicators (KPIs)
<p>Through the use of organisational procedures ensure that all Business Support and documentation requirements are initiated and completed in a professional and timely manner.</p>	<ol style="list-style-type: none"> 1. Ensure that all documentation is accurate and completed in a professional and timely manner. 2. Respond to requests for reports and other written documents within time frame requested. 3. Assist in the upkeep of resource files and databases as requested.

KEY RESULTS AREA 5- CONTINUOUS IMPROVEMENT

Responsibilities	Key Performance Indicators (KPIs)
<p>Commitment to ensuring quality services are delivered to stakeholders through continuous improvement activities</p>	<ol style="list-style-type: none"> 1. Demonstrate understanding of all relevant external legislation and internal policies and procedures that relate to this position and the Organisation (i.e. Privacy Legislation etc) 2. Participate in and contribute to quality improvement programs and other facility activities to meet Service / Accreditation Standards as required. 3. Participate and contribute in occupational health and safety activities 4. To ensure a safe work environment for service users, community, staff and visitors. 5. Performance of other duties as required provided such duties are within the range of the employee's skills, competency and training.

KEY RESULTS AREA 6- PERSONAL AND PROFESSIONAL DEVELOPMENT

Responsibilities	Key Performance Indicators (KPIs)
<p>Demonstrated experience and understanding of the need for continuation of both personal and professional development.</p>	<ol style="list-style-type: none"> 1. Continually develop both personally and professionally to meet changing needs. 2. Attend training sessions provided by the organisation and be actively involved in other training and development as required. 3. Actively participate in the Performance Management process as required. Undertake at least minimum levels of continuing education and development in accordance with professional / agency guidelines. 4. Develop skills and knowledge to meet specific client group and role 5. Participate in monthly supervision 6. Identify appropriate goals at annual appraisal

Probationary Period

The position incumbent will undergo a 6 month probationary period. Successful completion of this probation will result in confirmation of the appointment.

Employment Screening

CCCMS holds a position of trust with older people, people with a disability and their carers including working in their homes.

Recruitment to all positions at CCCMS will require candidates to declare any prior criminal record.

Criminal Records Check - A Criminal Records Check (CRC) will be undertaken on candidates recommended for appointment.

Health Assessment - The successful applicant will be subject to a mandatory health check to fulfil OH&S obligations at a duly appointed Medical Centre.

Working with Children Checks:

The position is subject to the requirements of the Child and Young Persons Protection legislation and all applicants will be required to complete a Prohibited Employment declaration a time of their application.