



West Wimmera Health Service Position Description

Position:	Community Care Business Coordinator
Location:	Based at Nhill but may be required to work across all sites as mutually agreed upon
Reporting to:	Manager Community Packages
Division:	Community Health
Award:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none">• WWHS Employees, including Community Care staff• Community Packages Manager• Executive Director Community Health	<ul style="list-style-type: none">• Clients, Participants, Carers and Families• Community Members• External organisations and service providers

Position Overview:

The Community Care Business Coordinator is responsible for the provision of administrative and business related tasks that support the Community Care Services across West Wimmera Health Service, and to contribute to the effective and efficient operation of services through active participation as a member of the Community Care Team.

Key Selection Criteria:

Essential:

1. Effective communication and organisational skills.
2. Competence in using and operating computer software packages including Microsoft Office suite of programs – Outlook, Word, Excel & Access.
3. Demonstrated ability to learn and use other software.
4. Ability to multi-task and be able to prioritise tasks.

5. Worker screening clearance – NDIS Worker Clearance Check and Working with Children Check (or meet the NDIS worker clearance transitional requirements if commenced in any role at WWHS before 1 February 2021)
6. Ability to work autonomously as well as enjoy working within a team.
7. Immunisation history of COVID-19 vaccinations.
8. Victorian Driver's Licence.

Desirable:

1. Previous experience in receptionist, secretarial or administrative assistant role.
2. Competence in using Pay Global, HCM (Home Care Manager).
3. Experience in the disability and/or aged care field.
4. Certificate 3 or higher in Aged Care, Disability, Individual Support, Business, Human Resources or Management.

Key responsibilities:

The Community Care Business Coordinator maintains the following primary responsibilities:

- Provide comprehensive administration services and support for the effective operation and delivery of Community Care Services with a commitment to continuous improvement and delivery of quality, customer focused service.
- Provide administrative assistance to Community Packages Manager.
- Assist with other general administrative duties as required.
- Undertake on call duties on a rotational basis.
- Form and manage relationships across the organisation, working with multi-disciplinary teams to establish workforce and individual capacity that fosters high level performance, standards compliance and continuous improvement.
- Employ professional, appropriate communication in a range of contexts; uses a range of techniques to elicit and provide information when working with clients and colleagues.
- Manage self to maintain effectiveness, inclusive of a commitment to continual professional learning and growth.
- Administration of Client records.
- Accurate allocation of expenses and payments to client accounts.
- Formulation and maintenance of Client Budgets.
- Assist with mandatory reporting to Government agencies and West Wimmera Health Service Management.
- Claims Processing from relevant funding bodies.
- Provide assistance and support to Community Packages staff rostering system (NDIS, TAC and Home Care Packages and CHSP programs).
- Facilitate staff meetings – organise agenda and staff meeting minutes for all relevant meetings and record meeting minutes.

Statement of duties:

Professional Practice:

- Manage and respond to phone/written enquiries in a timely and courteous manner.
- Update and maintain computer based records including client files.

- Liaise with other staff in the Community Care Team and work co-operatively in a team environment offering support to other members of staff as required.
- Liaise with relevant staff regarding clients where appropriate.
- Professionally interact with West Wimmera Health Service staff and members of the public.
- Maintain accurate, up to date and accessible client records that meet West Wimmera Health Service's information management requirements.
- Promote positive community attitudes in relation to disability, ageing and inclusiveness.
- Maintain administrative processes to support legislative and regulatory compliance.
- Maintain effective and efficient administration procedures.
- Apply efficient, effective procedures in accordance with policy, procedures and work practices.
- Comply with the requirements of guidelines related to quality and standard of service.
- Regularly report to the Community Care Manager regarding administrative improvements, matters and issues.
- Attend and participate in meetings and staff training as required.
- Positive approach to furthering own professional development.
- Manage funded client records, service requests, financial agreements, budgets.
- Prepare accurate finance related data including, debtors and creditors to enable processing within established timeframes.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- Treat others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. Maintain confidentiality and recognize the rights, dignity and independence of all people.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- Make decisions, and provide advice on merit and without bias, caprice, favouritism or self-interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- Deliver services in accordance with the identified needs of the community. Provide accurate, appropriate and up-to-date information and strategies.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care Standards) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Perform other duties delegated as reasonably required by Manager Community Packages.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.

- Ensure compliance at all times, with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Activity participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Care team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Direct Reports:

Community Care Support Workers

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By:	Executive Director of Community Health		
Name:	Alex Hall		
Signature:		Date:	

Position Incumbent Name:			
Signature:		Date:	