

## POSITION DESCRIPTION

### Spectrum Managed Services Care Administrator

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

**Our Mission** To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

**Our Purpose** For everyone to 'feel at home'

**Our Values**

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

#### POSITION CONTEXT

This position is responsible for the delivery of high-level customer services to internal and external customers or the Multicultural Home Support Services (MHSS) program. This position will ensure daily rostering and all other care administrative tasks are completed in a timely manner to maximize resources and run efficiencies in the deployment of support workers. A strong focus on client engagement is a key aspect of this role, as an integral and first point of contact with clients.

#### KEY RESPONSIBILITIES

<b>Administration</b>	<ul style="list-style-type: none"> <li>• First point of contact for all referrals and enquiries</li> <li>• Handling incoming calls being the core responsibility of the role</li> <li>• Receive referrals and allocate support worker to match client needs</li> <li>• Respond to case managers and families in a timely manner</li> <li>• Escalate issues/complaints to Managed Services Coordinator as appropriate</li> <li>• Maintain client records and client data according to Spectrum data management systems, policies and procedures</li> <li>• Respond to support worker enquiries in a timely manner</li> <li>• Understand and work within Spectrum 's risk management framework</li> </ul>
<b>Data management and record keeping</b>	<ul style="list-style-type: none"> <li>• All client data and records are maintained in compliance with Spectrum policies &amp; procedures</li> <li>• Ensure appropriate and accurate collection and documentation of client data/statistics</li> <li>• Work within established systems to continuously improve data collection and analysis</li> <li>• Ensure client information is maintained and kept securely</li> </ul>

## KEY RESPONSIBILITIES

<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Develop and sustain positive working relationships with key internal and external stakeholders.</li> <li>• Collaborate with relevant stakeholders to gather necessary data and information for reporting purposes.</li> </ul>
<b>Organisational responsibilities</b>	<ul style="list-style-type: none"> <li>• Ensure that the Code of Conduct is always adhered to</li> <li>• Adhere to all Spectrum policies and procedures</li> <li>• Display a commitment to the Purpose and Values of Spectrum</li> <li>• Ensure that Spectrum complies with the Occupational Health and Safety Act requirements and strive for best practise in the provision of a safe workplace for all</li> <li>• Report all incidents, near misses, equipment repair requirements and illnesses to immediate supervisor and the OH&amp;S Representative</li> <li>• Commitment to Quality and Continuous Improvement procedures and policies</li> <li>• Understanding of emergency response procedures</li> <li>• Other tasks will be assigned from time to time to meet the needs of the organisation</li> </ul>

## KEY SELECTION CRITERIA

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Certificate III in Administration, Customer Service, Aged Care or relevant discipline or equivalent experience.</li> </ul>
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in a community-based setting and/or aged care sector</li> <li>• Well-developed communication and interpersonal skills including the ability to work and communicate effectively with clients, their families, community agencies and other professionals</li> <li>• A keen eye for detail, strong organisational skills, computer literacy and the ability to multi-task calls and data entry</li> <li>• Well-developed administration and customer service skills</li> <li>• Demonstrated understanding of the needs of people from diverse communities and the needs of people who are ageing and the needs of their carers</li> <li>• Knowledge and understanding of the Aged Care Standards and the recent reforms</li> <li>• Demonstrated ability to use a rostering data base</li> <li>• Demonstrated values of integrity, reliability, teamwork and professionalism thereby ensuring high quality in service delivery which are reflective of Spectrum's values, vision and mission</li> <li>• Well-developed written communication and report writing skills</li> <li>• Excellent time management skills with ability to prioritise work and meet deadlines</li> <li>• Ability to work both independently and as part of the team</li> </ul>
<b>Personal Qualities &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• A positive, can-do attitude</li> <li>• Ability to work independently and work effectively and collaboratively within a team.</li> <li>• Genuine interest and commitment to social and inclusion and valuing difference and diversity</li> <li>• Ability to maintain client confidentiality, privacy, and dignity at all times</li> <li>• Being adaptable to changing circumstances and being able to prioritise work</li> <li>• Ability to work in a very busy environment and to work both independently and as part of a team</li> <li>• Ability to perform all physical aspects of the position without causing injury to themselves or others</li> <li>• Demonstrate a good level of organisation, planning and time management skills</li> </ul>

## POSITION INFORMATION

<b>Location</b>	Hybrid working model- 3 days in Spectrum Dallas Office and 2 days working from home
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POSITION INFORMATION	
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Level 3 pay point 1
<b>Employment Period</b>	12-month contract
<b>Hours of Employment</b>	38 hours per week

KEY RELATIONSHIPS	
<b>Department</b>	Aged and Disability Services
<b>Reports to</b>	Spectrum Managed Services Coordinator
<b>External</b>	Aged care agencies

KEY SYSTEM AND EQUIPMENT USAGE	
	<ul style="list-style-type: none"> <li>• Microsoft Windows Office Suite</li> <li>• Goldcare</li> <li>• My Aged Care</li> <li>• Data Warehouse</li> <li>• Talkdesk</li> <li>• Folio</li> </ul>

ADDITIONAL INFORMATION	
<b>Work Health &amp; Safety</b>	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>COVID-19 Mandatory Vaccination</b>	To support the safety and wellbeing of our clients and our people, all people performing client facing roles are required to have up to date COVID-19 vaccinations, unless medically exempt.
<b>COVID-19 Mandatory Vaccination Status</b>	<p>C</p> <p><a href="https://spectrumrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1">https://spectrumrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw8407Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1</a></p>
<b>MARAM responsibility level</b>	<p>Foundational knowledge</p> <p><a href="#">summary of MARAM responsibilities by role .docx</a></p>
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.

**ADDITIONAL INFORMATION**

<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisations Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.