POSITION DESCRIPTION

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 of the Managed Services 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

Administration	• Accurately maintain and coordinate schedules and rostering requests linking our support workers with our clients • Developing and maintaining relationships with case managers, clients and/or their carers to ensure their care needs are being provided in a timely and quality manner • Proactively identify and address rostering challenges, scheduling conflicts, and find solutions to ensure client satisfaction. • Match client needs and preferences with our support workers skills, and availability • Action and document phone calls and/or communication relating to scheduling, including but not limited to sick call, rostering issues, change request, client enquiries • Communicate roster changes to case managers, clients and support workers effectively • Apply a continuous improvement approach to Spectrum's service delivery • Ensure client information is maintained and kept securely
Stakeholder Management	• Develop and sustain positive working relationships with key internal and external stakeholders.

KEY SELECTION CRITERIA	
Qualifications and Experience	• Minimum Certificate III in Administration, Customer Service, Aged Care
Experience and Skills	• Strong experience with rostering software applications Gold Care highly regarded • Previous experience in the Aged and Community Care • Proven ability to efficiently manage client schedules (Rostering)
Personal Qualities & Behaviours	• High-level of **interpersonal skills** and can effectively communicate with individuals from diverse backgrounds • Commitment to exceptional **customer service** is essential, along with excellent verbal and written communication skills • Well-developed **organisational skills**, with a strong capacity to prioritize tasks and meet deadlines • Attention to **detail and accuracy** are crucial, in a fast paced and varied environment and have the **ability to multi-task** between phone calls, emails and scheduling

POSITION INFORMATION	
Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 3 pay point 1
Employment Period	Fixed Term – 12 months
Hours of Employment	Full Time – 36 hours per week

KEY RELATIONSHIPS	
Department	Aged and Disability
Reports to	Managed Services Coordinator

KEY SYSTEM AND EQUIPMENT USAGE
• Microsoft Windows Office Suite • My Aged Care • Lookout

ADDITIONAL INFORMATION	
Work Health & Safety	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. 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.

ADDITIONAL INFORMATION	
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	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.
Health Care Worker status	https://spectrummrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw84O7Ej5AB1AWQl-vPFA2T_UkJ_90lUg?e=r64Arg&isSPOFile=1
MARAM responsibility level	summary of MARAM responsibilities by role .docx
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisation's 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.