



POSITION DESCRIPTION

JOB TITLE	Health & Wellness Administration Reception Coordinator
DEPARTMENT	Health & Wellness
REPORTS TO	Home Services Administration & Finance Manager
DIRECT REPORTS	H&W Administration Assistants (Reception) across Health & Wellness Services

ROLE PURPOSE

Responsible for a comprehensive administrative coordination function across the Health & Wellness reception team to provide efficient, consistent and proactive support services to Health & Wellness service programs and associated internal and external stakeholders.

The position works closely with the Health & Wellness Leadership team and has a key role in providing strong leadership across the reception team ensuring high quality administrative (reception) services; developing and maintaining policy and procedures to support efficient service delivery and drive innovative practice to support the service to deliver high quality health pathways.

KEY RESPONSIBILITIES

KEY OUTCOMES	KEY ACTIVITIES
Leadership and Team Management	<ul style="list-style-type: none">• Provide strong leadership to the administration (reception) staff, fostering a culture of individual performance, accountability, and respectful working relationships.• Effectively lead, supervise, guide, support, and train administration (reception) staff to ensure consistent service delivery.• Coordinate annual and sick leave for administration (reception) staff to ensure adequate staffing at all times.• Attend staff and leadership meetings, ensuring administration staff are updated on outcomes.• Promote organizational values and role model excellence in customer service and person-centered care.• Regularly update, inform and ensure that the direct line Manager, Program Manager and Leadership team is aware of any changes, incidents or other matters relating to the administration (reception) services.• Maintain regular and effective liaison with all H&W administration services, including scheduling and finance to facilitate timely resolution of feedback and accurate dissemination of up to date information.• Attend appropriate training and development programmes.• Develop and maintain administrative process policy and procedure to ensure efficient, consistent and quality service provision for reception services.
Human Resources	Ensure all HR transactions and processes across the H&W administration (reception) team are completed as required by SCC policies and procedures. This includes either completing or supervising the following:

	<ul style="list-style-type: none"> ● Recruitment of administration (reception) staff and associated onboarding tasks including coordination of orientation ● Management of Administration staff changes in contracts, terminations and resignations. ● Overseeing staff performance appraisals, including establishing supporting pathways and performance management. ● Ensure appropriate access to systems, shared drives, emails and dashboards for all administration (reception) staff to enable efficient task management. ● Timely management of staff leave payroll processes
Oversee High Quality Administration	<p>Ensure high quality reception administration services are provided throughout Health & Wellness:</p> <ul style="list-style-type: none"> ● Oversee high-quality reception services, ensuring professional customer service to clients, visitors, and staff. ● Ensure daily tasks are performed accurately and efficiently, with high attention to detail including banking and review of receipt report. ● Ensure the completion of all month-end tasks within deadlines, including review and correction of errors that relate to services in the schedule. ● Ensure all enquiries and feedback are responded to, directed and referred appropriately and consistent with SCC's customer service principles. ● Ensure the financial administration (reception) tasks such as receipting, balancing, banking and other associated duties are performed in a timely and precise manner ● Maintain up to date knowledge of financial administration (reception) duties and processes ● Oversight of administration (reception) staff to ensure service efficiency and quality. ● Maintain an up-to-date working knowledge of systems and processes. ● Ensure service schedules and attendance records are accurate and up to date at all times
Perform Within All Relevant Regulated Standards And Compliance Requirements	<ul style="list-style-type: none"> ● Ensure Southern Cross Care policies and procedures are adhered to, and followed, at all times. ● Participate in activities that measure the quality standards and client satisfaction of administration (reception) services. ● Identify opportunities for continuous improvement and innovation in collaboration with the administration (reception) team. ● Accurately maintain relevant records related to administration services and auditing requirements
Manager WHS Obligations	<p>Ensure staff and others under your control work in a safe and healthy manner and take reasonable care to protect their own health and safety, and to avoid adversely affecting others including but not limited to:</p> <ul style="list-style-type: none"> ● Ensuring, as far as is reasonable, that staff under your control use equipment provided for WHS purposes, follow reasonable WHS instructions, comply with all SCC WHS policies, procedures and safe working instructions, specified work practices and associated WHS documents ● Ensuring the successful implementation of all SCC WHS & IM policies /procedures / Safe Work Instructions, work practices and associated WHS documents within your area of responsibility.

Safe Work Environment (WHS)	<p>Personally work in a safe and healthy manner and take reasonable care to protect your own health and safety, and to avoid adversely affecting others including but not limited to:</p> <ul style="list-style-type: none"> • Report for duty in a condition not adversely affected by alcohol or drugs to the extent that would endanger your own safety or the health and safety of others • As far as is reasonably possible, use equipment provided for WHS purposes, obey reasonable WHS instructions, comply with all SCC WHS policies, procedures, safe working instructions, specified work practices and associated WHS documents • Identify and report any work health and safety hazards/near miss incidents/injuries and maintenance/repair issues
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PERSON REQUIREMENTS

Essential Requirements

Qualifications

- Nil

Experience

- Experience in the supervision and coordination of staff.
- Demonstrated experience in a complex administration role with a focus on providing client centered care.
- Experience working within legislative and other compliance requirements.

Skills

- Sound interpersonal skills and the ability to express ideas clearly and concisely.
- Demonstrated effective communication skills with a wide range of people.
- Able to build strong internal relationships and contribute to the team to foster positive working relationships.
- Demonstrate respect for co-workers and be approachable and helpful at all times.
- High degree of team orientation.
- Strong customer service focus and commitment to meeting the needs of both internal and external customers.
- Ability to efficiently respond to customer needs and manage expectations.
- Strong organisational and time management skills.
- Demonstrated initiative and ability to work with minimal supervision, whilst taking ownership of own workload to meet deadlines.
- Intermediate or advanced computer skills using Google suite programs and proficiency in using in-house and other database and software applications. Personal accountability for meeting fiduciary responsibilities in the management of others' money/funds.
- Commitment to continuous improvement, creativity, innovation and meeting the needs of residents/clients.
- Strives for a standard of excellence.

Knowledge

- A basic knowledge of the requirements of the Aged Care Standards as are applicable to the role.
- Working knowledge of Aged Care Funding streams and reporting requirements.

- Understanding of Federal privacy legislation and related principles.
- Understanding of financial administration / management and sound cash handling principles.
- Understanding of Human Resources and Industrial Relations principles.

Personal Attributes

- Ability to fit the work culture and a commitment to SCC's Values & "Better for life" model.
- Ability to build positive relationships with residents/clients and their representatives.
- Commitment to work collaboratively as a positive and productive team member.
- Demonstration of integrity, calmness and personal resilience.
- Commitment to provide person centred customer service.
- Commitment to work to the best of your ability.
- Commitment to a problem solving approach to managing risks.

Desirable Requirements

- A Certificate in Administrative Services or similar

STATEMENT OF ACCOUNTABILITY

I have read, understand and accept the requirements of this position description, including but not limited to the obligation to:

- Work to and demonstrate commitment to SCC's "Better for life" model in everything I do
- Perform all duties and behave at all time in accordance with the SCC Code of Conduct
- Perform my duties to meet contemporary best practice professional standards applicable to my role
- Treat all residents, clients and their family and support persons, staff and volunteers with respect, dignity and good humour
- Participate in a performance review during the probationary period and at subsequent annual and as required reviews
- Exercise a duty of care and comply with other common law and regulatory requirements in the performance of my duties
- Work in a safe and healthy manner at all times
- Maintain privacy and confidentiality standards applicable to residents, clients and SCC
- Work to and promote SCC's approach to healthy ageing and person centred care
- Comply, as applicable, to all legislative and regulatory requirements including the Aged Care standards
- I commit to modeling SCC's values at all times:

COMPASSION	We bring humanity and empathy into every interaction.
CAPABLE	We work to the best of our ability - to care for our residents and clients.
COLLABORATIVE	We engage and work together for the same common goal - to give our residents and clients life-affirming care.
CREATIVE	We encourage our staff and volunteers to bring new and imaginative ideas into the community.

- I acknowledge that the duties of my role may change with duties added to, deleted or modified, and I may be required to do additional duties over those listed in this PD from time to time in line with the skills requirement of the role
- I understand the consequences of not adhering to the requirements of the position description may involve disciplinary action up to and including termination of employment.

YOU	YOUR MANAGER
Name:	Name:
Signed:	Signed:

Version No	Updated	Approved by	Date approved	HR Review date	HR Reviewer
5	17/2/2024		17/2/2023	17/2/2023	