

POSITION DESCRIPTION



Position: Operations Support Officer

Position Level: Community Services Worker classification level 3 (as per Northside's Enterprise Agreement)

Reports to: Manager (Aged Care)

POSITION OBJECTIVE

The Operations Support Officer at Northside plays a key role in managing the day-to-day activities of the Aged Care team, balancing both staff needs and client services. They're the main contact for staff questions and client inquiries, oversee staff scheduling, and ensure health and safety standards are met. The role represents Northside's focus on professional and welcoming service for everyone involved.

KEY RESPONSIBILITIES AND DUTIES

- Provide support for all on-shift staff in the team, including (but not limited to):
 - First point of call for staff on shift and participating in a daily service engagement including troubleshooting and managing client feedback for Aged Care team.
 - Share responsibility for the development and maintenance of efficient and effective rosters for staff within the team.
 - Provide operational support to staff, including approval of rostered shifts to ensure accurate information is provided for reporting and payroll processing.
 - Support the coordination and monitoring of staff meetings and training to ensure team skills are up to date and meet industry standards.
 - Support implementation of Work Health and Safety compliance to meet or exceed industry standards, including tracking, auditing and supply management.
 - Collating and monitoring of service outputs for monthly internal reporting and six-monthly contractual requirements and other reporting as required by the Aged Care Support team.
 - Support the administration of the client financial acquittals and invoicing requirements.
- High-level customer service and support for clients, including but not limited to:
 - Key point of contact for all enquiries (electronic, phone and face to face), including answering calls, making bookings and directing enquiries for services, and other tasks as identified by the Care Coordinators.
 - Work closely with internal teams and external referral agencies to provide clients with services that meet their needs.

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- Deliver a streamlined introduction process for the intake and onboarding of new clients in accordance with client directed care (CDC) principles.
- Administer transport and home support enquiries using relevant Client Management System (CMS) by:
 - acting as a central intake point for coordination and rostering.
 - acting as an enquiry point for current and potential clients.
 - tracking and scheduling ongoing client service reviews.
- Ensure client information is maintained in a timely, accurate and confidential manner within Northside’s client management database.
- Maintain positive client experience including being the key point of contact for complaints and client feedback.
- Complete joint work with the Aged Care Support team to improve the client experience and streamline service delivery processes and systems.
- Manage the reception area, ensuring a clean and welcoming environment for all visitors and staff. Handle all incoming calls and emails, providing high-quality and consistent customer service.
- Work as a member of a multi-disciplinary team including flexible on-call, work rotation within Northside’s operations, and attending meetings as required.
- Provide high quality and consistent customer service to all internal and external stakeholders and provide a climate of hospitality and welcome to clients and visitors by presenting a personal image of warmth, service and professionalism.
- Develop and maintain a firm understanding of Northside’s Aged Care services.
- Undertake other relevant duties as directed, consistent with the employee’s skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.
- Provide administrative support to the Aged Care, Shared Services and other programs as needed.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Proven experience in coordination support and customer service, ideally within community services, Aged Care, or related fields.
2. Prior experience in scheduling is desirable.
3. Excellent written communication and computer skills, with proficiency in report writing, record-keeping, and creating correspondence for diverse audiences.
4. Proven capability to manage tasks effectively, balance time, and prioritize competing demands.
5. Experience in handling cash and preparing banking transactions.
6. A solid work ethic with an eagerness to learn.
7. Ability to work well both in a team and independently, efficiently managing and prioritizing tasks.
8. Highly organised, professional, ethical and mature approach to work.

QUALIFICATIONS AND/OR TRAINING

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- A Diploma in Business Administration, Community Services, Aged Care, or a related field, coupled with relevant experience; or
- A Certificate in Business Administration, Community Services, Aged Care, or a related area, accompanied by a minimum of 3 years of relevant experience.
- Full driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- The position requires use of personal vehicle to deliver Northside services.
- Driving for up to 30 minutes at a time to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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