

POSITION DESCRIPTION

Date	February 2021
Position Title	Healthcare Administration Assistant
Reports to (position title)	Team Manager, Children's Therapy
Department	Children's Therapy

Organisational Context

bestchance Child Family Care is an independent, not-for-profit, community organisation with offices in Glen Waverley, Bayswater and Pakenham, Victoria, Australia.

bestchance adopts an innovative and holistic approach to assisting young children and families by integrating a range of specialist family oriented educational and welfare community services. The range of programs delivered include Early Childhood Education and Care (ECEC) Family Day Care, Kindergarten, Child Care; Children's Therapy, Parent and Child Support, Training, Community Support and Cheshire, an independent, specialist primary school for children with social, emotional and learning difficulties.

These programs recognise that the early years of a child's life are the most formative and influential and we strive to adhere to the principles of 'best practice'. This commitment ensures that families are, at all times, respected as the experts on their children and supported in an environment that is strength based and family centred.

bestchance also works in partnership with families in managing a number of kindergartens under its Early Years Management Program.

bestchance is committed to implementing and adhering to the Child Safe standards including the development and implementation of people practices that reduce the chance of child abuse within the organisation, for which we advocate zero tolerance.

Health safety and wellbeing first, is an expectation of all, where staff implement local work instruction and processes aligned to organisation requirements and are accountable for their own safety and safety of others.

PURPOSE

For all children, families and individuals to thrive in their community.

VISION

Inclusion we include everyone regardless of their background, needs or circumstances

Care We nourish and nurture resilient relationships

Education We develop skills and knowledge to build capacity and resilience.

VALUES

Humility we focus on listening to better understand and meet needs

High Expectations we have high aspirations for our client outcomes and for the calibre of our services and staff

Innovation we embrace change based on critical reflection

Curiosity we seek new understandings and knowledge

Evidence we seek and generate evidence to evaluate and improve our programs

Challenge we look beyond the immediate to achieve different results

POSITION PURPOSE

The Healthcare Administration Assistant is responsible for assisting with the delivery of efficient and effective administration support services to enable the bestchance Children's Therapy team to meet its business objectives.

PRIMARY OBJECTIVES

This role encompasses responsibilities relating to administration, finances and reception duties. This is a multi-faceted role reporting to the Children's Therapy Manager and having a key working relationship with the allied health staff (who provide direction as appropriate).

The position has a requirement for independent work and to demonstrate initiative. The Assistant does not have any staffing or budget responsibilities.

KEY RESULT AREAS AND RESPONSIBILITIES

Administration

- Assist the bestchance ECI Team Manager to identify, establish, improve and maintain administrative processes.
- Support the operation, maintenance and security of record keeping systems and software.
- Assist with the administration orientation/induction of new staff
- Monitor and order stationery and clinical resources to maintain a working supply at all times that is in line with budget
- Ensuring that the program administration is compliant with relevant policies, laws and regulations
- Operation, maintenance and security of record keeping systems and software
- Provide general administrative support to bestchance ECI staff.
- Provide specific administrative support to the bestchance ECI Team Manager.

Financial

- Development and maintenance of systems for invoicing, in consultation with the bestchance ECI Team Manager and Finance Team
- Preparation and oversight of billing for all client services
- Maintain accurate financial records
- Preparation of meaningful and timely financial and operational reports
- Keep up-to-date with relevant administrative changes in the sector (e.g. NDIS price guide updates) and regulatory mandates

Reception

- Answer all incoming calls, correspondence, and email enquiries.
- Meet and greet clients and centre visitors and provide exceptional customer service.
- Provide information to families presenting to bestchance ECI, ensuring that all enquiries are dealt with in a confidential and sensitive manner.
- Ensure that the reception and entry area to bestchance ECI is safe, clean and maintained to high standards at all times.
- Monitoring and ordering stationery and clinical supplies to maintain a working supply at all times
- Coordinate reception responsibilities with other bestchance programs
- Manage Allied Health Therapist calendars, including bookings, cancellations, and adjustments
- Experience working in an administrative and/or reception role within a similar environment.
- Demonstrated working knowledge of the National Disability Insurance Scheme, Medicare and other health billing systems
- Strong customer service skills, particularly the ability to work with children and families
- Demonstrated experience in developing, implementing and maintaining effective administration systems
- Highly developed organisational skills including the ability to manage and coordinate a range of tasks and competing priorities, and to meet deadlines with limited supervision
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences.
- Advanced computer skills including word processing, spreadsheets and database applications

KEY SELECTION CRITERIA

- Demonstrated experience working in an administrative and/or reception role within a similar environment, including billing under the National Disability Insurance Scheme (NDIS) and Medicare.
- Demonstrated knowledge and experience in a similar role that illustrates abilities in developing and maintaining effective administration systems
- Excellent organisational and time management skills, including an ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines
- Ability to work independently, with limited supervision
- Communication and interpersonal skills that demonstrate your ability to problem solve and to ensure mutually accepted outcomes in liaising with staff, managers, clients, external agencies, and suppliers.

Other Requirements

- A satisfactory current:
 - Police Check
 - Working with Children's Check
 - Clear check result on the Disability Worker Exclusion Scheme
- A current Victorian driver's licence

bestchance reserves the right to alter roles and responsibilities to suit the leadership and management requirements at that point in time. Other duties associated with the position reasonably directed by the Reporting Manager and Allied Health staff.