

POSITION DESCRIPTION

Date	July 2021
Position Title	Client Services Administrator - Intake and Scheduling
Reports to (position title)	Manager – Children’s Therapy or delegate
Department	Children’s Therapy Services

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 relationship

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

bestchance Children's Therapy Services supports children with developmental delays and disabilities, and their families, to reach their full potential. The purpose of this role is to facilitate positive and streamlined client engagement with Therapists.

PRIMARY OBJECTIVES

The Client Services Administrator (Intake and Scheduling) is the designated point of contact for all potential clients, providing a responsive service to move them through the pre-engagement process to service delivery.

The position is responsible for booking initial assessments and scheduling of on-going appointments, ensuring that Allied Health Professionals can deliver their expected clinical hours, maximising the supports that our program can provide for children and families.

KEY RESULT AREAS AND RESPONSIBILITIES

Provision of professional intake service

- Waitlist management, including monitoring of appointment availability and a smooth client transition from waitlist to service delivery
- Obtain accurate information for client case files and organisational records within a family-centred framework
- In consultation with families, develop funding agreements that support them to achieve their goals and are compliant with relevant funding source (e.g. NDIS, Medicare, private health insurance etc...). This includes working within the constraints of funding levels in line with each client.
- Update internal systems used to access client's plans, track funding and facilitation of services.
- Coordinate with marketing and intake teams to maintain accurate waitlist and appropriate client numbers.
- Support team members from bestchance's general intake team to answer specialised questions about therapeutic services.

Scheduling

- Book initial assessments and scheduling of on-going appointments.
- Maintenance of calendars and allocations to ensure that Allied Health Professionals can deliver their expected clinical hours and to minimise waitlist.

- Coordinating client cancellations, including re-booking and scheduling “cancellation appointments” from waitlists.
- Coordinate with marketing and general intake teams for group therapy and event registrations, ensuring minimum participation numbers are achieved.

Communication

- Welcoming clients and encouraging warm and supportive relationships with parents/carers.
- Support team members, and work as part of a cohesive team across bestchance Children’s Therapy Services, as well as the broader bestchance team.
- Collaborate effectively to promote a positive & supportive workplace culture

Reporting

- Contribute to the effective functioning of the service by ensuring that accurate and appropriate documentation of client information, scheduled appointments, wait list entries and statistical data is recorded. Utilise an electronic client management system to document client information

General

- General office duties including; email correspondence and other administrative tasks, as required to support Therapists
- Achieve targets/budgets for the administration team
- Maintain knowledge of and adherence to bestchance’s policies, procedures and practices

KEY SELECTION CRITERIA

- Excellent written and verbal communication skills, with the ability to work within a team environment and demonstrating well-developed customer service skills
- Excellent organisational and problem solving skills, with the ability to prioritise multiple tasks depending on urgency with a high attention to detail
- Understanding and knowledge of the policy and funding environment of the disability and healthcare services sector
- Intermediate to high level of IT skills, including familiarity with Microsoft Office applications, and capacity to learn how to use a new clinical software package for keeping of electronic client records
- Ability to contribute to the management of data into software programs required for allied and community health programs
- Demonstrated ability to take the initiative, negotiate and resolve issues supported by sound decision making skills
- Have a broad understanding of the issues and experiences by carers caring for a family member with a disability.

Other

- Working with Children’s Check (Employee)
- A satisfactory National Police History Check
- NDIS Worker Screening Check
- Current valid driver licence and access to a reliable vehicle