

POSITION DESCRIPTION

Date	July 2021
Position Title	Client Services Administrator
Reports to (position title)	Program Manager
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 efficient services, and positive experiences for clients and staff.

PRIMARY OBJECTIVES

The Client Services Administrator (general) is responsible for coordinating program resources and services so that Allied Health Professionals and other team members have the tools they need to efficiently support children and families. The position will be responsible for maintaining accurate, professional records.

KEY RESULT AREAS AND RESPONSIBILITIES

Program Support

- Coordinate stationery and resources, in line with operational needs and budgets.
- Coordinate online resources and programs (e.g. Q-global)
- Maintain staff records, including team profiles
- Liaise with corporate services (e.g. maintenance) and other services to ensure smooth operation of sites
- Process travel and general reimbursements, for authorisation
- Collate and record credit card payments, for manager authorisation

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
- Have a broad understanding of the issues and experiences by carers caring for a family member with a disability
- Intermediate 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
- A problem solving attitude

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