



VIVID

Position Description

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| TITLE: | Administrative Assistant Vivid Living |
| REPORTS TO: | Operations Manager |
| DIVISION: | Vivid Living |
| TIME COMMITMENT: | 76 hours per fortnight |
| DATED: | 7 February 2019 |
| AWARD: | Social, Community, Home Care and Disability Services Industry Award 2010 |

Position Summary

The Administrative Assistant Vivid Living is responsible for:

- Delivery of timely, efficient, effective and confidential administrative support
- Assisting with monitoring and ensuring data integrity within SupportAbility.
- Assisting in the development, maintenance and communication of rosters to staff to ensure efficient delivery of services and activities.
- Assisting Stream Leaders and other managers to ensure appropriate resourcing of all activities and services.
- Assisting in ensuring consistency in the excellence of Vivid's interactions with clients, parents, carers and planners in the planning, plan review and intake processes.
- Assisting in the creation of NDIS Service Agreements, quoting and administrative processes and compliance.
- Establishing and maintaining close professional liaison with the NDIA and Intereach, in particular the staff responsible for planning in both organisations.

Core Responsibilities

- Operations - Administrative support.
- Roster management including staff replacement for leave.
- Daily capture of client absences, including redeploying or cancelling staff as required.
- Reporting.
- Building relationships -with staff, clients, families and carers
- Administration Support for client NDIA review planning
- Customer journey - assisting Intake Team, Responding to feedback and enquiries.
- Assisting the Risk & Quality Coordinator -with compliance requirements
- Alignment of services with each client's NDIS Plan goals.
- Strengthening relationships with Vivid's clients, parents and carers.
- NDIS Plan reviews and Services Agreements.
- Other duties as directed.