

Position Description

TITLE: Administrative Support Officer
REPORTS TO: Business Manager (Day Services) Loddon
DIVISION: Vivid Living
TIME COMMITMENT: 60 hours per fortnight
DATED: 22 January 2024

POSITION SUMMARY

The Administrative Support Officer is responsible for:

- Coordination of repairs and servicing of Vivid fleet vehicles (Loddon).
- Delivery of timely, efficient, effective and confidential administrative support for Business Manager (Day Services) Loddon, Executive Manager Commercial Operations Vivid living Manager (Loddon) and staff.
- Maintaining current and accurate client Annual Information Forms, Medical Management Plans, Support plans and Risk Assessments.
- Assisting with the preparation of NDIS reports and documentation required for planning meetings.
- Assisting with the maintenance of data integrity in SupportAbility including updating NDIS goals in-line with new Plans.
- Receptionist duties as required including front desk, answering telephone calls, processing of incoming and outgoing mail.
- Liaising with the general public and service users.
- Maintaining a close professional liaison with the NDIA and Intereach.

CORE RESPONSIBILITIES

Responsibilities	Performance Measures
1. Operations	
1.1 Administrative support	Performance measures will include (but not be limited to):

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	<ul style="list-style-type: none"> Responsibility for delivering administrative support through the timely, efficient and effective performance of all administrative duties.
1.2 SupportAbility	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> To maintain SupportAbility client files with all compliance documents, NDIS Plans and maintenance of client goals
1.3 NDIS Plan	<p>Performance measures will include (but not limited to):</p> <ul style="list-style-type: none"> drafting service agreements for review collating service quotes Monitoring compliance with agreed service delivery at pre-determined check points
1.4 Meeting operational and quality goals	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> assisting the Risk & Quality Coordinator to ensure that all internal and external audits are satisfactorily completed in a timely manner collating information required to complete client risk assessments and support plans, to be approved by the Business Manager
1.5 Activity resourcing	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Working with the Vivid Living team to ensure adequate resourcing of activities.
1.6 Building relationships	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Working to engage and assist people with a disability and their families/carers to access Vivid's NDIS services. Maintaining a close working relationships with the NDIS and Intereach.
1.7 Fleet	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Coordinating fleet repairs and maintenance requests and ensuring they are completed and actioned in a timely manner.

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	<ul style="list-style-type: none"> Ensuring that weekly Inspection checklists are completed on all vehicles at Loddon sites. Assisting with the allocation of buses, and other vehicles, within programs. Responsibility for coordinating fleet booking requests. Ensuring that all Loddon vehicles are serviced regularly and are roadworthy at all times.
1.8 Meetings	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Attendance at Loddon staff meetings. Responsibility for the preparation and issue of the agenda for staff meetings no later than two days prior to the meeting. Responsibility for the preparation and issue (within five days of the meeting), of the minutes for staff meetings. Responsibility for providing the Risk & Quality Coordinator with a copy of staff meeting minutes no later than five days following a meeting.
1.9 Incidents, issues, concerns, compliments and complaints	<p>Performance measures will include (but not be limited to) responsibility for:</p> <ul style="list-style-type: none"> Assisting with the thorough and detailed documenting of incidents, issues, concerns, compliments and complaints, their investigation and outcome (including corrective actions).
1.10 Ordering for Loddon Sites	<p>Performance measures will include (but not be limited to)</p> <ul style="list-style-type: none"> Weekly consumable orders for all Loddon Sites. Stationery orders as required for all Loddon sites Collection of consumable orders for all Loddon sites.
1.11 OHS Rep for Loddon Sites	<p>Performance measures will include (but not limited to)</p> <ul style="list-style-type: none"> Evacuation drills and the completion of the evacuation drill report Completion of Fortnightly Workplace safety checklist Completion of Monthly First aid contents checklist

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	<ul style="list-style-type: none"> Completion of monthly First Aid contents checklist (vehicles)
1.12 Other duties as directed	
2. Finance	
2.1 SupportAbility	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Monitoring the data recorded by staff in SupportAbility to ensure that it is recorded accurately and in a timely manner which enables the automatic upload of billing to the NDIA portal.
2.2 Loddon Sites Client Petty Cash	<p>Performance measures will include (but not limited to)</p> <ul style="list-style-type: none"> Ordering the petty cash Monitoring withdrawals on the client daily petty cash reconciliation form. Management of all receipts for purchases Month end- submitting all receipts and the client petty cash reconciliation form to finance
2.3 Debtors	<p>Performance measures will include (but not limited to)</p> <ul style="list-style-type: none"> Implementing processes to ensure that debts older than 30 days are minimal. Strict compliance with the Debt Management Policy. Thorough and detailed documenting of all actions.
2.4 Other duties as directed	
3. Customers	
3.1 Customer journey	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Actively collaborating with, and supporting, the Intake Team.

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	<ul style="list-style-type: none"> Assisting Stream Leaders to ensure that each client's Customer Journey is actively considered throughout their association with Vivid.
3.2 Strengthening relationships with Vivid's customers, clients, parents and carers	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Assisting Stream Leaders, and Senior Managers to build, and maintain, strong relationships with customers, clients, parents, and carers.
3.3 NDIS Plan reviews and Service Agreements	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Assisting Senior Managers to ensure the timely preparation, and signing, of Service Agreements. Ensuring clients' NDIS goals are current and updated in SupportAbility. Assisting with the preparation of reports and documentation required for NDIS planning meetings.
3.4 Annual Information	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Assisting the Risk & Quality Coordinator to ensure that Client Annual Information forms are completed, checked and uploaded into SupportAbility in a timely manner.
3.5 Complaints and compliments	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Coordinating appropriate action in relation to any complaints and compliments including the timely referral of the complaint or compliment to the CEO. Thorough and detailed documenting of all actions.
3.6 Responding to feedback and enquiries	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> Responding to client, family/carer and staff enquiries feedback in a timely, efficient, empathetic and supportive manner. Responding to staff enquiries in a timely, efficient and supportive manner.
3.7 Other duties as required	

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4. People	
4.1 SupportAbility	Performance measures will include (but not be limited to): <ul style="list-style-type: none">Assisting with staff engagement with SupportAbility and other software platforms.Assisting with ensuring the quality of recording in SupportAbility is excellent and enhances outcomes with planning, NDIS Plan Reviews and audits.
4.2 Other duties as directed	

ADDITIONAL RESPONSIBILITIES

As directed by the Vivid living Manager (Loddon) or the Executive Manager Commercial Operations.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

ORGANISATIONAL RELATIONSHIPS

Reports to: Business Manager (Day Services) Loddon

Supervises: Nil.

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position will require the use of initiative in developing approaches and resolving issues.

Specialist Skills and Knowledge

A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

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Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills with a preference for the ability to utilise all Microsoft Office programs.

Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation.

Highly developed written and oral communication skills.

Licences and registrations

A current NDIS Worker Screening Clearance and a current Working with Children's Check (if applicable).

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

Date: / /

Signed:

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Signed:

Scott Alexander

Chief Executive Officer