

**POSITION DESCRIPTION: Targeted Care Administration Co-ordinator 0.8 EFT**

**INTRODUCTION TO TWEDDLE SERVICES:**

Tweddle is located in Footscray and offers a range of specialist early parenting programs to families who are experiencing difficulties with parenting their children up to school age. Programs include residential, day long and sessional groups delivered at Tweddle or in local communities, collaboratively with local government, community organisations or health services. Staff may be required to work across programs and in various locations.

As a Child Safe Organisation all staff are expected to promote the safety, wellbeing and inclusion of all children.

**POSITION SUMMARY:**

Reports To: Manager Infant Response

The Targeted Care Administration Co-ordinator is a key role in the Parenting Assessment and Skill Development Service (PASDS) and Home Parenting and Education Support Program (HoPES) to support growth and the efficient, effective delivery of high quality services in accordance with regulatory requirements. The position supports the growth and effective operations of key Tweddle services through high quality stakeholder liaison.

The primary role of Targeted Care Administration Co-ordinator is to provide administrative support to the following areas:

- High Risk and Infant Response residential and community Programs
- Other administrative support to ensure clinical effectiveness and compliance across the organisation

**KEY SELECTION CRITERIA:**

**Mandatory:**

- Minimum 3 years' experience working in the role of health administration or similar
- Computer literate, Intermediate-advanced Microsoft Office 365 skills i.e. formulation and presentation of results for 'Forms' Surveys, Teams, Excel, Word, Power Point, customised data bases and client information systems
- Excellent communication skills with children and their carers, nursing, allied health professionals and clerical staff, via telephone, 'teams', email and face-to-face
- Exceptional client and staff rapport, genuine compassion, understanding and kindness
- Ability to work autonomously and productively within a team environment and have a personality that is ambitious for continuous development of systems and processes
- Ability to manage multiple stakeholders expectations
- High level of attention to detail and a focus on accuracy and speed including data entry skills.
- High level of written and verbal communication skills
- Exceptional minute taking abilities directly on a lap top, with a fast final version turnaround.
- Demonstrated proficiency in handling matters of a highly confidential nature
- Expertise in building and maintaining stakeholder relationships to assist in growing the for services arm of the business

- Expertise in project management and reporting
- Highly developed organisational and time management skills with the ability to prioritise tasks and meet deadlines in a fast paced and changing environment.

**Desirable:**

- Knowledge of Health & family services
- Experienced in working with vulnerable families
- Commitment with working with multi-discipline team

**KEY RESPONSIBILITIES:**

Position Responsibilities & Duties		Measurable Outcomes
PASDS Program Co-ordination	<ul style="list-style-type: none"> <li>▪ Proactively co-ordinate internal and external stakeholders to effectively manage client from referral to discharge</li> <li>▪ Record, distribute minutes of meetings for client admission and discharge meetings including management of minutes into appropriate client management system or reports</li> <li>▪ Provide administration support to ensure client reports are accurate and of a professional standard</li> <li>▪ Assist with the management of the program correspondence, including referrals, admission logistics and general enquiries</li> <li>▪ Maintain associated databases</li> <li>▪ Proactively implement continuous improvement processes to drive efficiency</li> </ul>	<ul style="list-style-type: none"> <li>▪ Up to date client management system</li> <li>▪ Positive feedback from internal and external stakeholders as captured from External Stakeholder survey results</li> <li>▪ Accurate and timely minutes of meetings</li> <li>▪ Accurate and timely provision for administration support and continuous improvement</li> <li>▪ Accurate and timely reporting</li> <li>▪ Up to date databases</li> <li>▪ All referrals and admission processes are efficient, effective and timely.</li> <li>▪ All inquiries (phone, email) are responded to within 3 hours or receiving.</li> </ul>
HoPes Program Co-ordination	<ul style="list-style-type: none"> <li>▪ Assist with the management of the program correspondence and provide administration support to ensure client reports are accurate and of a professional standard</li> <li>▪ Maintain associated databases</li> <li>▪ Proactively implement continuous improvement process to drive efficiency</li> </ul>	<ul style="list-style-type: none"> <li>▪ All emails and client/clinical documentation are placed on the date client management system prior to admission</li> <li>▪ Accurate and timely provision for administration support</li> <li>▪ Positive feedback from Hopes Co-ordinator</li> <li>▪ Accurate and timely reporting</li> <li>▪ Up to date databases</li> </ul>

Position Responsibilities & Duties		Measurable Outcomes
Database management and reporting	<ul style="list-style-type: none"> <li>• Maintain database for acquittals and liaise with external stakeholders as required</li> <li>• Produce timely accurate acquittal reports to internal and external stakeholders as required</li> <li>• Assist with gathering and generating information for reports as required</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate reporting</li> <li>• Up to date database for acquittals</li> <li>• To be able to provide management with quarterly reports that depict the Key Performance Indications of both the clinical and administration processes</li> </ul>
General Administration	<ul style="list-style-type: none"> <li>• Provide administrative support as required to the Program Manager as required</li> <li>• Provide relief for lunch to reception on allocated days</li> <li>• Assist in a backup capacity for administration roles during absence and leave periods and assist during heavy workloads</li> <li>• Proactively manage invoicing process to ensure billing occurs on a timely basis for Targeted Care programs</li> <li>• Co-ordination of Targeted Program information to Communications Manager for updating of flyers</li> <li>• Create forms surveys where required</li> <li>• Translate 'Forms' surveys into reporting documents</li> <li>• Maintain and review work instructions</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback on accurate and timely provision for administration support</li> <li>• Positive feedback for reception during relief periods</li> <li>• Evidence of professional interactions with clients and staff</li> <li>• Up to date invoice and billing for Targeted Care programs</li> <li>• Continuous improvement of flyers</li> </ul>
Supervision & Support	<ul style="list-style-type: none"> <li>• Participate in individual support sessions with relevant line manager.</li> <li>• Establish a yearly Developmental Plan in conjunction with the Program Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of participation in support sessions required for all Tweddle staff as per policy and procedure.</li> <li>• An ongoing action plan is kept up to date</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>▪ Maintain professional knowledge base and attend relevant conferences, study days, formal study and/or readings.</li> <li>▪ Participate in the annual Performance Review process.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attendance at in-service programs, conferences and study days.</li> <li>▪ Evidence of maintaining up to date knowledge and practice, including cultural competence.</li> <li>▪ Evidence of active participation in performance review activities with plans that demonstrate commitment</li> </ul>

Position Responsibilities & Duties		Measurable Outcomes
		to self-development. This will include evidence that there is a proactive approach to identifying own learning needs and training opportunities.
Quality & Risk	<ul style="list-style-type: none"> <li>▪ Maintain a safe environment for clients, contractors, self and other staff. This includes active contribution to a systems approach to minimize clinical and corporate risk and improve the safety of care.</li> <li>▪ Contribute towards the organisation's accreditation processes.</li> <li>▪ Ensure where there have been identified client risks these are communicated with corporate services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of reporting and documenting any incidents involving clients, contractors, clients, staff and visitors on Riskman.</li> <li>▪ Evidence of involvement in Tweddle quality program and initiatives, including providing of feedback on policies and procedures on current work practices.</li> </ul>
Occupational Health & Safety	<ul style="list-style-type: none"> <li>▪ Ensure that staff and clients operate in a safe environment.</li> <li>▪ Commitment to own self-care and to building resiliency.</li> <li>▪ Maintain knowledge of Tweddle's OH&amp;S policies and procedures.</li> <li>▪ Utilise Riskman to capture incidences and near misses.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of the provision of a safe work environment.</li> <li>▪ Demonstrate knowledge and understanding of practices that promote resilience and self-care.</li> <li>▪ Demonstrated knowledge and implementation of policies and procedures.</li> <li>▪ Evidence of reporting all incidences and near misses on Riskman.</li> </ul>

**OTHER INFORMATION:**

Tweddle Values:

- Collaboration
- Accountability
- Respect
- Engagement

All staff are expected to perform their role and responsibilities in accordance with the Tweddle values.

Tweddle is a Child Safe Organisation. The responsibility for children's safety and protection is embedded within the organisation culture including organisational policies and practices. Tweddle ensures that all

staff members fulfil their legal obligations to respond and report any suspected incidence of child abuse.

Occupational Health and Safety Responsibilities:

- Tweddle is committed to providing, insofar as is practicable, a safe and healthy workplace for our employees, contractors, members and visitors.
- Employees have a duty to take care, as far as they are able, of their own health and safety and that of other employees, members and visitors; must comply with safety procedures and directions, and; must report potential and actual hazards to their supervisor and their OHS representative

**Our commitment to Tweddle staff**

- Tweddle is committed to equal opportunity in the workplace for all employees, irrespective of race, colour, gender, religion or marital status. Staff are selected and promoted on merit
- Tweddle is committed to providing a safe and smoke free workplace

Other Factors Relating to the Role

- The position agrees to work within and contribute to the Tweddle Practice Framework, policies, procedures, and guidelines.
- The services close down for the period of Christmas/New Year and Easter and it is a requirement that all relevant staff take annual leave at this time.
- A current National Police Records Check is required and is required to be updated every year.
- A Working with Children’s Check is required.
- Evidence of current Immunisation status is required.
- The Victorian Public Sector Code of Conduct applies to all staff.

*Please note that this position description may be modified to suit organisational demands.*

**Acceptance of appointed position:**

I have read the Position Description: Targeted Care Administration Co-ordinator and agree to fulfill the requirements of the role to the best of my ability:

Candidate’s name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Director Finance and Corporate Services

Signature: \_\_\_\_\_

Date: \_\_\_\_\_