



Service Support Officer

In collaboration with Care Partners, implement efficient, effective, and highly client focussed scheduling and administration systems and processes that enable the Home Care Business Unit to provide excellence in care.

Client Services

- Coordinate the electronic referral system and maintain client information on the My Aged Care Provider Portal in accordance with relevant organisational policies and funding program guidelines.
- Provide high quality customer service, exercising judgement to resolve problems quickly and efficiently.
- Maintain a current knowledge of Yass Valley Aged Care services, products and activities.
- Actively promote Yass Valley Aged Care and provide clients with information about the range of services, events and activities offered.
- Implement agreed operational workflows, and consistently and appropriately identify issues to escalate to care partners / clinicians.

Scheduling

- Work with the line supervisor to develop, implement and review relevant scheduling processes to maximise efficiency and effectiveness, and meet all business and compliance requirements.
- Ensure that suitably qualified, and skilled direct care staff with appropriate competencies are rostered to provide direct care services.
- Respond efficiently to changes in staff cover to ensure the safe delivery of services.
- Prepare rosters to comply with all relevant industrial requirements and escalate roster challenges to the Care Partner
- In collaboration with the Care Partner ensure that all leave requests are processed, and adequate staffing is maintained to deliver the required hours of direct care.
- Work closely with internal stakeholders on various aspects of roster management. Identify service gaps and escalate recruitment needs in a timely manner.

Administration and Business Systems

- Maintain electronic client records, ensuring currency and accuracy of personal and health information, and central storage of documents. Process requests for quotations and verify invoices against purchase approvals with high attention to detail and within set timeframes.
- Prepare and issue standardised client information and correspondence in accordance with internal processes and guidelines.
- Conduct regular system and information quality checks to ensure policies and procedures are being adhered to and identify needs for ongoing staff development.
- Prepare accurate reports within required timeframes.



- Deliver timely and accurate reporting and information, and contribute to improvements to information management systems, tracking benefits and key performance indicators and providing explanations to inform relevant Managers, and other colleagues.
- Participate in the configuration and maintenance of the Client Management System.

Operations

- Forge strong working relationships with internal stakeholders and communicate effectively with staff at all levels within the Organisation and external stakeholders.
- Encourage effective teamwork and promote a reflective and learning culture where improvement is constant.

Quality & Safety

- Contribute to the achievement of KPI's and work effectively as a team member, including involvement in continuous improvement activities.

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General

Participate in continuing education to stay abreast of industry trends and developments.

Qualifications

Certificate III in Aged Care or equivalent

Essential Skills & Experience

- Minimum 2 years' experience working within a customer service environment.
- Experience in health, aged care or home care services.
- Proven excellent customer service skills including the ability to establish positive relationships with clients; determine and address client requirements; and deal with difficult customers.
- Experience in assessing priorities and working quickly and accurately to produce work of a high standard in a busy work environment.
- Demonstrated highly developed verbal, written and communication skills including the ability to communicate with a broad range of people from diverse backgrounds and capacity to handle conflict.
- Demonstrated flexibility and adaptability to adjust to job and/or task rotation.
- Demonstrated personal motivation, initiative and problem-solving skills.
- Courteous, friendly and professional telephone skills.
- Strong attention to detail and analytical skills.
- Intermediate experience in the use of Microsoft Office applications
- Experience using a client management system to maintain client requests and schedule resources and maintain electronic records.

Desirable

- Certificate IV in Customer Contact or Certificate IV in Business

