

**JOB TITLE**  
Reception and Business Support Officer

**CLASSIFICATION**  
Band 4

**REPORTS TO**  
Coordinator Care Services

### WHAT WE TRUST YOU TO DELIVER



- Oversee the daily operation of the Aged, Diversity and Community Planning call centre.
- Provide high-level customer service and administration support for programs and services provided by the Care Services department, ensuring the smooth and effective delivery of all day-to-day operations.
- Actively participate in the development of quality assurance activities, compliance training, policies and guidelines that support the Care Services Unit and the Aged, Diversity & Community Planning Department.
- Accurate administration and management of all purchasing requirements and financial management across the team.
- Maintain administrative systems which support and inform the Care Services team
- Actively participate in the development of quality assurance activities, policies and guidelines that support Community Care Services, ensuring all databases and reporting systems are monitored and accurate.

### WHAT YOU'LL NEED TO THRIVE



- Proven experience in delivering excellent reception and administrative services, preferably within a community aged care or local government environment
- An inclusive and un-biased approach to circumstances relating to socio-economic, cultural, linguistic, physical ability or mental health backgrounds, and sexual or gender identities with a practiced understanding and familiarity with relating issues
- Sound IT and computer skills with a willingness and ability to learn new systems and train others in systems. Experience of Carelink+ (client and data management system), My Aged Care, and the Commonwealth Data Exchange Program are highly desirable.
- Understanding of debt management and financial management administrative procedures.
- Proven ability to work in a dynamic team environment and positively contribute to the team culture.
- Well-developed, administrative and organisational skills with effective strategies for time management, and workload organisation to achieve the objectives of the unit.

### WHAT WE'LL DO TO SUPPORT YOU



- Provide a safe and welcoming environment where you will be encouraged to innovate and embed new ways of working.
- Deliver opportunity for genuine engagement and collaboration across all levels of the business.
- Commit to your long term growth and career development.
- Provide opportunities to share ideas and make a positive difference across the organisation.

### WHERE YOU FIT IN AND THE DIFFERENCE YOU CAN MAKE



**VISION** Council will be an inclusive, healthy, creative, sustainable and smart community  
**VALUES** Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

### OUR CAPABILITY FRAMEWORK OUTLINES THE BUILDING BLOCKS WE USE TO DEVELOP OUR ORGANISATION AND PEOPLE



CAPABILITY	Project Management	Change	Communication	Good Governance	Achievement
LEVEL	1	1	1	1	1
CAPABILITY	Leadership Impact	Decisiveness	Agility	Care	Growth Mindset
LEVEL	1	1	1	1	1