

POSITION DESCRIPTION


POSITION DETAILS	
PD Number	PD0114
POSITION TITLE:	BUSINESS SUPPORT OFFICER (Allied Health)
REPORTS TO:	Regional Care Manager
DIRECT REPORTS:	0
GRADE	HPSS- Support Service Employee Level 4
HOURS	25- 30 hours per week between Monday and Friday
BUSINESS UNIT/LOCATION	Kenny Street Office, Wollongong
ROLE PURPOSE	This role will provide scheduling and administrative assistance to the allied health team. The role is responsible for the delivery of high quality customer service to both internal and external stakeholders.

POSITION TASKS AND RESPONSIBILITIES
<p>Sustainability</p> <ul style="list-style-type: none"> • Build and maintain positive working relationships with service users, participants, and carers • Input client information in MCCI's client management system in line with guidelines and procedure • Schedule and validate client services in client management system <p>Community Reach</p> <ul style="list-style-type: none"> • Build and maintain positive and effective relationships with clients and service providers • Support the community-based activities of MCCI, which may include assisting to organise and attending events as required • Assist Marketing and Communications Officer with distribution of marketing material as required. <p>Consumer Satisfaction and Impact</p> <ul style="list-style-type: none"> • Assist with effective scheduling for services in Alayacare system. • Effectively communicate with clients and staff around services and schedules • Respond to all incoming enquires in a prompt, courteous and professional manner • Assist in the collection of consumer feedback • Meet and greet clients and community groups on arrival to gym <p>People and Culture</p> <ul style="list-style-type: none"> • Provide administration support to Team Leader and Allied Health Professionals as required • Ensure open, collaborative, and transparent working relationships with team members • Ensure efficient communication is provided to all staff relating to changes to office operations • Place orders for office consumables, PPE and other equipment as required • Attendance at regular staff & team meetings as required • Maintaining a commitment to ongoing personal development and education <p>Service Delivery and Quality</p> <ul style="list-style-type: none"> • Keep client documentation up to date as required including entering new clients, uploading documents, adding relevant notes.

- Maintain an up to date working knowledge of MCCI’s services, products and activities
- Maintain a work environment that adheres to all health and safety policies and other relevant legislation and guidelines
- Attend and participate in relevant meetings and take minutes as required
- Assist with review and implementation of appropriate procedures and process improvements to ensure delivery of effective and efficient services
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Role requirements

Values and Behaviours	<ul style="list-style-type: none"> • Diversity – We believe in and celebrate an inclusive and culturally diverse society • Respect – We value the contributions of all people and uphold the dignity of others • Integrity – We always act in an open, honest, ethical and courageous way • Empowerment – We advocate and actively support others to realise their aspirations and goals • Collaboration – We work cooperatively with others who share our vision, values and purpose • Hope – We are inspired by the potential that change can bring to our community
Underlying characteristics	<ul style="list-style-type: none"> • Proactive, flexible and willing to undertake a wide range of tasks to support the team’s needs • Good time management and ability to cope with competing priorities and resources • Problem solving skills • Self-directed and autonomous, requiring minimal supervision. • Looks for ways to improve quality and demonstrates accuracy and thoroughness in work produced.
Experience Requirements	<ul style="list-style-type: none"> • Minimum 1 years’ experience in a similar Business Support, Administration or Client-facing / Customer Service role. • Experience in using a range of IT including Microsoft Office Suite • Demonstrated organisational skills • Able to work as part of a team • Demonstrated oral and written communication skills
Qualifications	<ul style="list-style-type: none"> • Qualifications in Business, Administration or other related area are desirable
Licence/s & Checks	<ul style="list-style-type: none"> • Valid Police check • Eligibility to work in Australia

Employee Name			
Employee Signature		Date	
CEO & Co. Secretary Signature		Date	7.5.24