

JOB DESCRIPTION

Position title:	Administration/Brokerage Officer
Specialist Service/Program:	Open Place
Approved by:	General Manager Operations
Date effective:	December 2020

PURPOSE

The purpose of this position is to ensure Relationships Australia Victoria (RAV) oversees the administrative functions at Open Place, that provides support and assistance to Forgotten Australians.

This position is covered by the Relationships Australia Victoria Staff Enterprise Agreement (SEA) but otherwise would be covered by the Social, Community, Home Care and Disability Services Industry Award 2010.

OUR ORGANISATION

Relationships Australia Victoria (RAV) is a secular, community-based, not-for-profit organisation with no religious affiliations. Our vision is for positive, respectful, safe and fulfilling relationships for all Australians. Our objective is to relieve suffering, distress and helplessness and to enhance physical, social and emotional wellbeing. Our services are for all members of the community, regardless of their religion, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances. RAV provides services across metropolitan Melbourne and regional Victoria.

POSITION SUMMARY

In 2003/04, the Senate Community affairs Reference Committee held an inquiry known as Children in Institutional Care. As a result, the Forgotten Australians Report was tabled in the Senate. Open Place, the Support Service for Victoria's 'Forgotten Australians' co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care. This service co-ordinates and provides direct assistance to address the needs and issues of people who grew up in care, helps people deal with the legacy of their childhood experiences and provides support to improve their health and wellbeing.

The Administration/Brokerage position has primary responsibility for:

- Assist with administering brokerage funds – maintaining accurate records, liaising with providers and making timely payments once applications for brokerage resources have been approved by the Client Service Coordinator (CSC).
- Ensuring all financial transactions are approved and recorded in a transparent and accountable manner.
- Negotiating with providers of services and liaise with RAV Finance team for the payment of accounts.

KEY RESULT AREAS

Area	Tasks
Brokerage	<ul style="list-style-type: none"> • Accurately input data expenditure in relation to all streams of brokerage.

	<ul style="list-style-type: none"> • Provide information to clients based on the brokerage guidelines in relation to accessing brokerage. • Process brokerage requests and submit to CSC for approval. • Within brokerage guidelines liaise with service providers/health providers to negotiate quotes and/or ensure clear communication about any contributions or payments approved by Open Place. • Ensure that brokerage payment requests are completed within a timely manner. • Record service user information and data as required by RAV and Department of Families, Fairness and Housing (DFFH) and ensure such data is made available according to reporting arrangements and as required. • Ensure all RAV financial delegations are adhered to. • Accurately record requests, approval status and outcomes in CSnet.
Service Delivery	<ul style="list-style-type: none"> • Provide telephone, email and face-to-face information to persons seeking advice about accessing health funding from health professional providers. • Maintain an effective system that keeps track of the status and an accurate account of health funding limits available to each client.
Finance administration	<ul style="list-style-type: none"> • Process invoices and payments, as required. • Prepare paperwork for accounts to be paid and submit to the CSC for approval.
Relationships with external parties	<ul style="list-style-type: none"> • Liaise with the CSC regarding brokerage expenditure as requested by the Senior Manager. • Negotiate with Service Providers on behalf of clients for best price on sale items. • Mediation with Service Providers on behalf of clients and advocating on behalf of clients for best outcomes regarding health issues. • Attend Brokerage Meetings with Senior Manager, CSC and RAV to review and plan expenditure as required by Open Place.
Relationships with clients	<ul style="list-style-type: none"> • Assist with front of house duties as required • Develop rapport and relationship with clients.
Administration support	<ul style="list-style-type: none"> • Ensure that the environment is welcoming, friendly, relaxed and meets the needs of the service users. • Assist with front of house reception services and ensure cover at all times that the office is open. • Meet regularly with the CSC to discuss workload and administrative needs at Open Place. • Provide support at meetings as requested by the CSC, which includes drafting agendas, organising catering and taking and producing minutes. • Respond to all office administrative at the service and liaise with RAV corporate teams such as ICT, Finance and HR as required. • In conjunction with other Administration Officers arrange maintenance of office equipment and ensure adequate supplies of consumables for equipment are maintained.
Policies, procedures and systems	<ul style="list-style-type: none"> • Adhere to, and comply with RAV organisational policies, processes and procedures, using appropriate systems where required. • Model the organisation's values, play a role in raising the profile of these values and associated behaviours across the organisation including a positive contribution to workplace harmony and displaying cooperative team behaviour. • Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

Continuous improvement	<ul style="list-style-type: none"> • Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals. • Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.
Other	<ul style="list-style-type: none"> • This position description is not an exhaustive list of responsibilities and you will be expected to perform different tasks which fit with your skills, abilities and knowledge as may be necessary according to the changing business environment, services and the overall objectives of RAV.

REPORTING

Line manager:	Senior Manager
Manages:	Nil
Key internal liaison:	Open Place staff
External liaison:	RAV Finance team, service users and service providers; state and national Forgotten Australia networks; Care provider agencies and other advocacy and representative groups
Note:	Reporting arrangements may change from time to time depending on business requirements.

OUR VALUES

INCLUSIVITY	Treating all people equally.
RESPECT	Treating everyone with respect.
INTEGRITY	Behaving with integrity in all our dealings.
TRANSPARENCY	Being open and honest in our communications.
ACCOUNTABILITY	Using our resources responsibly.
EFFECTIVENESS	Providing high quality, effective services and maintaining the highest professional standards.
ADAPTABILITY	Proactively responding to change to meet the needs of the community.

KEY PERFORMANCE INDICATORS (KPI's)

- Ability to prioritise brokerage administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Provide assistance and support to Forgotten Australians as required.
- Provision of an efficient, effective and welcoming first point of contact for actual and potential clients with complex needs.
- Ability to manage and prioritise administrative tasks efficiently and effectively demonstrating a systematic and organised approach to work.
- Maintain a high level of discretion and confidentiality.
- Ability to work autonomously within a small team, to appreciate differences and to build collaborative relationships which support administration processes.
- Demonstration of organisational and time management skills and the ability to prioritise tasks and timeframes and communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions.
- Have a considered appreciation of differences in culture, religion and sexual orientation, and a willingness to work respectfully and flexibly with such differences.

KEY SELECTION CRITERIA (KSC)

Mandatory KSC:

- Have a sensitive non-judgmental attitude and be responsive to the needs of clients, staff and other people.
- Commitment to working with disadvantaged community members, particularly adults who grew up in institutional care in Victoria and an ability to listen with empathy and compassion and to manage stressful information
- Excellent flexibility, time management and organisational skills, the ability to negotiate with others and clear and friendly communications skills
- Excellent computer skills including Microsoft Word, Excel, PowerPoint & Outlook to an advanced level.
- Ability to touch type accurately and at a reasonable speed and produce high quality work.
- Experience in managing a high workload with minimal direct supervision, prioritising work within established policies, guidelines and procedures.
- Excellent interpersonal and communication skills (written, face-to-face and telephone), including being able to work well within a team and to communicate effectively with all levels of staff and external bodies.
- Sound decision making skills.
- Strong problem-solving skills and the ability to use initiative appropriately.
- Self-motivated with the ability, in consultation with the CSC, to initiate and develop logical administrative systems to improve efficiency and effectiveness of administrative functions
- Be able to work in and contribute to a dynamic team and demonstrate a flexible approach and be capable of adapting to changing priorities and work demands.
- Personal qualities of creativity, flexibility and conscientiousness, and a demonstrated understanding of and adherence to the values of RAV.
- Candidates with demonstratable skills, from previous experience with organisations and or culturally diverse client groups, staff and workforces or stakeholders are highly valued at RAV.
- Satisfactory National Police Check, Working with Children check and International Police Check (if applicable).

Highly Desirable KSC:

- Candidates who are Aboriginal, Torres Strait Islanders, people with a disability or others from under-represented culturally diverse backgrounds are encouraged to apply.
- Interest or qualifications in the Community Welfare sector.
- People with lived experience of out of home care.