

POSITION DESCRIPTION

Position Title	Service Coordinator - Home Care Package Program		
Program Division	Integrated Clinical care		
Position number	VAC0541		
Classification Grade & Level	Admin Officer Grade 2		
Enterprise Agreement or Award applicable	Victorian Stand-Alone Community Health Centres (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015		
Employment details	<input checked="" type="checkbox"/> Full-time 1.0 FTE	<input type="checkbox"/> Part-time	<input type="checkbox"/> Casual
	AND		
	<input checked="" type="checkbox"/> Permanent on-going	<input type="checkbox"/> Fixed Term	
		Fixed term reason: <input type="checkbox"/> Parental Leave Replacement <input type="checkbox"/> Specific Project or Purpose	
Position reports to	Program Manager ICC		
Ordinary location(s)	Prahran		
Closing Date	Monday 28th January 2019 @ 5pm		
Recruitment contact	Email: recruit@Starhealth.org.au		

Star Health

Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach.

Website Information: <http://www.starhealth.org.au/>

Star Health offers a comprehensive and industry leading suite of Employee Benefits
See <https://www.starhealth.org.au/careers/employee-benefits/> for information.

Purpose of Position

- The Service Coordinator is responsible for the provision of quality administrative support and exceptional customer service for Star Health's Home Care Packages, and Brokered services.
- To maintain a consumer-centred/customer-oriented approach to consumers and service delivery, in accordance with Star Health values and in a manner, which promotes Star Health as a service provider of choice
- To provide excellent customer service to consumers, program staff, volunteers and all relevant stakeholders
- To deal with all enquiries in a prompt, personable and professional manner, triage communications appropriately and follow up as required
- Protect the rights of the consumer always, including but not limited to confidentiality, privacy, individual choice and decision making

Key Responsibilities

- Effectively carry out administrative tasks, in accordance with Star Health policy and procedure, applicable legislation, standards and guidelines. This includes (but is not limited to):
 - Accurate entering of consumer details into the Client Management System
 - Inputting consumer budgets and service rosters into the Client Management System
- Reconciling of invoices against the Client Management System
- Liaising with Finance on payment of invoices
- Timely management and response of emails
- Reconciling of Medicare Claims at the start of each month
- Generating and distributing of Consumer Statements each month
- Answering of phones and directing to the appropriate area
- Manage time effectively, prioritising daily tasks and other ad-hoc requests accordingly
- Ensure compliance with Government and Organisational documentation and reporting requirements
- Work collaboratively with Star Health team members, across various programs, to ensure achievement of organisational goals and the efficient delivery of clinical services
- Work closely with case managers to ensure accuracy of consumer statements

Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)]	
Essential	Cert III in Business Administration or equivalent
Preferred	<ul style="list-style-type: none"> • Previous experience in Aged & Community Care • Understanding of Government Sector Reforms and Consumer Directed Care principles and application
Professional Membership(s)	

Key selection criteria – Essential	
Knowledge and skills	<ol style="list-style-type: none"> 1. Previous experience in an Administration role 2. Exceptional customer service skills 3. Ability to multitask and prioritize effectively 4. High level of initiative, flexibility and time management skills 5. Strong attention to detail 6. Strong computer skills and proficiency in Microsoft Office applications including Word, Excel, Outlook 7. Demonstrated interpersonal skills 8. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment 9. Demonstrated ability to work professionally and effectively independently and demonstrated personal qualities conducive to team-oriented work where initiative, flexibility and personal organisation are paramount 10. Prepare correspondence and document, maintain and monitor administrative procedures. 11. Proven ability to identify process issues and implement improvements
Personal qualities	<ul style="list-style-type: none"> • A positive and constructive team player – can do attitude • Initiative & Accountability & Resilience - Takes responsibility for actions and proactively implements work plan and addresses issues • Excellent verbal communication skills • Strong relationship development ability

Organisational Responsibilities	
Other Licence(s)	Unrestricted Victorian Driver Licence (or equivalent)
Protecting Children Policy Information	Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.

Important information
<ul style="list-style-type: none"> Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace. Star Health's usual hours of operation are from 8:00am to 8:00pm Monday to Friday, specific hours of work will be determined in accordance with operational requirements and contained in the Contract of Employment. Your Letter of Offer may state you will be based at a Star Health site; however, it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne Offers of employment are contingent upon: <ul style="list-style-type: none"> A successful reference check (all positions); Non-adverse Criminal Record check (all positions); Fitness for Work medical examination (specific positions); Holding and maintaining a valid 'Working with Children Check' (all positions) Undertake a DHHS Disability Exclusion Worker Check (specific positions) <p>Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.</p> <p><i>Some roles may require candidates to undertake psychometric testing prior to appointment.</i></p>

Salary Packaging Information
<ul style="list-style-type: none"> Star Health currently has two types of Salary Packaging: <ul style="list-style-type: none"> General salary packaging of \$15,900 per FBT year Meal Entertainment/Facility leasing of \$2,550 per FBT year <p><i>Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.</i></p>

AUTHORISATION

Person who completed and authorises this Position Description	Position Title:	Program Manager, Integrated Clinical Care
	Program / Division:	Integrated Clinical Care

https://starhealthau.sharepoint.com/Shared Documents/HR/Position Description & PD Library/ICC/Service Coordinator HCPP PD VAC0541 CD-28-1-19.docx		
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