

**POSITION:** Client Support Administrator  
**REPORTS TO:** Coordinator of Support Services – Palliative Care  
**DATE CREATED:** December 2021

#### ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

#### JOB CONTEXT

This position is located within the MCM Palliative Care division and implements MCM's commitment to best practice in aged and palliative care.

MCM Palliative Care was established in 1981 as the first community-based palliative care service to operate in Victoria. The service aims to enhance quality of life by providing specialist, interdisciplinary health care and practical support for people living with a terminal condition and their families and carers including the management of complex symptoms, loss, grief and bereavement. The service is provided to residents of the local government areas of Darebin, Hume, Moreland, and Yarra.

#### JOB PURPOSE

The Client Support Administrator is responsible for providing administrative support and a high level of customer service to clients and carers. A component of the role is to work within the Palliative Care Liaison team to provide administrative support to the Liaison Nurse.

#### JOB OBJECTIVES

**Duties of this role may include but are not limited to the following:**

- Perform administrative duties according to business operations and policies and procedures whilst providing excellent customer service to our clients and their carers, in a sensitive and professional manner.
- Reception duties on site: greeting and signing in visitors, maintaining visitor log book.
- Answer telephone calls from clients, carers, referrers, other community-based agencies, as well as general enquiries, assisting or redirecting as appropriate
- Accurately process client referrals, admissions, discharges, and deaths as per MCM Palliative Care procedures.

- Maintain the medical consumable and stationery supplies and process orders for medical, stationery and other office supplies as required.
- Maintain electronic client record (PalCare).
- Collaborate with peers and colleagues to ensure efficient and effective service delivery and continuous improvement of all systems and services.
- Register clients for Telehealth and assist staff with scheduling of reviews
- Book interpreters for face-to-face visits where required
- Review PalCare Scheduler to ensure all clients have an upcoming visit or phone call scheduled.
- Manage on-site resources (room and car bookings, assisting with set up of room and equipment).
- Track funding of medical equipment for clients and other funding grants applied for.
- Process invoices and donations
- Order appropriate equipment for client use as directed by clinical team/interdisciplinary team.
- Prepare and submit client referrals for hospital admission and liaise with Ambulance Victoria for client transport.
- Generate and process outgoing referrals to other service providers (e.g., Community Health Centres and for respite and applications for related funding) as directed by clinical team/interdisciplinary team
- Generate and maintain accurate reports of clients in hospital for appropriate follow up.
- Mail out bereavement information and feedback surveys to carers and enter data electronically when returned.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Coordinator of Support Services or delegate.

## KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Palliative Care staff &amp; volunteers</li> <li>• MCM Support Services staff (Property, Finance, ICT, HR)</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• Clients and carers</li> <li>• Hospital and medical clinic staff</li> <li>• Equipment Suppliers</li> <li>• PalCare support staff</li> <li>• Other service providers</li> </ul>

## KEY SELECTION CRITERIA

**Essential:**

- Excellent and demonstrable administrative competencies in telephone and reception duties
- Demonstrated experience using medical terminology in an administrative capacity.
- Strong computer skills in a range of programs including accurate data entry, Microsoft Outlook, Word, Excel and client management systems (PalCare or similar).
- Extremely organised with strong time management skills to juggle priorities and meet deadlines.
- Effective communication skills including the ability to manage requests regarding sensitive and confidential information.
- The ability to be both clear and effective in dealing with others regarding sensitive and confidential information.
- Well-developed interpersonal skills with a commitment to providing exceptional customer service in a challenging environment.
- Demonstrated ability to work autonomously and as part of a team.
- An understanding of the requirements for ensuring child safety.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), and the right to work in Australia.
- COVID-19 Vaccination or medical exemption

**Desirable:**

- Current Victorian Driver's Licence
- Qualification Medical terminology

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

**Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Customer Focused</b> We do our best work when we understand people and enable them to direct their own lives. We partner with others to provide access to what they need locally.
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
<b>PARTNERSHIPS</b>	<b>Credibility &amp; Integrity</b> Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
<b>REPUTATION</b>	<b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

We are inclusive and accepting of difference.

<b>Together</b>	<p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
<b>Courageous</b>	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
<b>Accountable</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>