

POSITION:	Client Support Administrator
CLASSIFICATION:	SCHADS Level 2
REPORTS TO:	Support Services Operations Manager
DATE CREATED:	March 2026

ORGANISATIONAL ENVIRONMENT

MCM is a leading community support organisation working alongside Victorian communities and families and individuals to live the life they aspire to, their way, providing a broad range of support in homelessness, disability, palliative care, youth housing, community services, family violence, education and inclusive employment service areas. MCM is a leading provider of specialist services for young people experiencing homelessness, providing wraparound support so they can transition to autonomy and their positive pathways of choice.

MCM comprising MCM Services, Hester Hornbrook Academy, MCM Housing and Quantum Support Services work together to disrupt disadvantage and create positive change for Victoria's most vulnerable people.

DIVERSITY, EQUITY OF ACCESS, AND INCLUSION

MCM is committed to inclusion, equity of access and diversity. We know that diversity helps us to innovate and make the biggest impact possible. Our DEI Strategy On for Inclusion supports and drives an inclusive workplace culture. We recognise that many people continue to face systemic barriers within an employment context, particularly those from First Nations, culturally and linguistically diverse, disability and LGBTIQ+ communities. We are committed to inclusivity and want to continue to learn from and grow our diverse workplace culture. This includes supporting your individual employment needs wherever reasonably possible.

POSITION 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.

POSITION 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.

POSITION DUTIES AND RESPONSIBILITIES

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.
- Answer and process telephone calls from clients, carers, referral sources (hospitals, general practitioners, specialists, families), other community-based agencies, as well as general enquiries.
- Accurately process client referrals, admissions, discharges, deaths, bereavement discharges as per MCM Palliative Care procedures.
- 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.
- Reschedule visits as required at the request of clients, carers or staff.
- Manage on-site resources (room bookings, assisting with set up of room and equipment).
- Track funding of medical equipment for clients and other funding grants applied for.
- Schedule interpreter bookings as required.
- 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.
- Review PalCare Schedule to ensure all future client visits are scheduled for visit or phone call.
- Generate and maintain accurate reports of clients in hospital for appropriate follow up.
- Maintain the medical consumable and stationery supplies and process orders for medical, stationery and other office supplies as required.
- Reception duties on site: greeting and signing in visitors, maintaining visitor logbook.
- 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.

Generic and Compliance Responsibilities

- Work as a constructive team member, including building and maintaining positive interpersonal relationships.
- Apply the Organisational Commitments and Requirements (detailed below), including Child Safety and Safety of Vulnerable People, Workplace Health and Safety, Operational Accountability, Diversity, Equity of Access and Inclusion, and Position Description Maintenance.
- If approved to work from home, comply with all the requirements in the MCM Working from Home Workstation Self-assessment Checklist.
- Demonstrate MCM's Values (detailed below).
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, relevant service standards, and MCM's Code of Conduct, and MCM's Values.
- Comply with MCM's Employment Safety Screening Procedure.
- Perform other duties and responsibilities within the scope of the employee's skills, competence and training as directed by a person in any more senior role within MCM.

KEY SELECTION CRITERIA

Essential Criteria

- Excellent and demonstrable administrative competencies in telephone and reception duties.
- 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.

Essential Safety Screening Requirements:

- National Police Check
- International Police Check (if required)
- Current Victorian Working with Children Check (Employee)
- Proof of identity check
- Right to work in Australia

Desirable:

- Demonstrated experience using medical terminology in an administrative capacity.
- Current Victorian Driver's Licence
- Qualification Medical terminology

POSITION AUTHORITIES**Number of Reports**

Direct Reports				Indirect Reports			
Number:	0	FTE:	0.8	Number:	0	FTE:	0
List Teams / Positions	N/A			List Teams / Positions	N/A		

Expenditure

Operating:	N/A	Capital:	N/A
------------	-----	----------	-----

Other Authorities

Not Applicable

Supervision or Direction Required

This role will be provided general supervision by the Support Services Operations Manager.

Planning

Not Applicable

Freedom to Act

Not Applicable

Assistance to Higher Level

Not Applicable

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 include:

- | | |
|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Palliative Care staff & volunteers • MCM Support Services staff (Property, Finance, ICT, HR) |
| External Relationships | <ul style="list-style-type: none"> • Clients and Carers • Hospital and Medical Clinic Staff • Equipment Suppliers • Other Service Providers |

OUR VALUES

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

Together	<p>We are inclusive and accepting of difference</p> <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>
Courageous	<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>
Curious	<p>We are inquisitive and ask why</p> <p>We challenge the status quo</p> <p>We actively explore the alternatives</p>
Open	<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>
Accountable	<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>

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Child Safety & Safety of Vulnerable People

MCM is a Child Safe Organisation, committed to the safety and wellbeing of children, young people, people with disability, and other vulnerable people. We have zero tolerance of abuse and neglect of all vulnerable people. MCM is committed to providing a safe environment in which children and vulnerable people are protected from violence, abuse and neglect. All employees must:

- Comply with the Child Safe Standards at all times.
- Maintain a safe environment in which children and vulnerable people are safe at all times.
- Actively prevent, and immediately report to MCM, any violence, abuse or neglect of any child or vulnerable person.

Workplace Health & Safety

MCM's has zero tolerance for compromised worker safety. We endeavour to provide a working environment that is safe for all employees and people who use our services. As an employer, MCM adheres to Occupational Health & Safety regulations. All employees must:

- Comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of their own health and safety, and the health and safety of their colleagues, service users, and others who may be affected by the employee's acts or omissions in the workplace.
- Immediately report to MCM any hazards or incidents.

Code of Conduct and Operational Accountability

MCM is committed to operating efficiently and ethically and remaining operationally and financially sustainable. All employees must:

- Operate within the requirements of MCM's accreditations, registrations, policies and procedures, Code of Conduct, and regulatory guidelines.

Position Description Maintenance

Position Descriptions change over time, due to a wide range of organisational, technological, financial, geographical, service, systemic, legal, and individual factors. All employees must:

- Maintain position description currency by communicating, discussing and documenting necessary changes, and considering consistencies and relativities with other like-positions.
- Ensure compliance with position description, management of change, and consultation requirements in the relevant Awards and Enterprise Agreements.
- Use correct processes to apply for changes related to individual circumstances, for example, reasonable adjustments for disability, flexible working arrangements for care responsibilities, rehabilitation to work following injury, ill health or medical procedure, or transition to retirement.