

## **POSITION DESCRIPTION**

### **Respite Administration Worker**

#### **ORGANISATIONAL CONTEXT**

Gateways mission is to empower and support children and adults with a disability / additional need and their families to maximise their:

- Quality and enjoyment of life
- Potential
- Positive relationships within the community

#### **CORE VALUES**

The following organisational values apply equally to relationships with children / adults with a disability / additional need, their families, staff, volunteers and other organisations and the broader community.

Commitment and Cooperation

Opportunity and Openness

Respect and Reliability

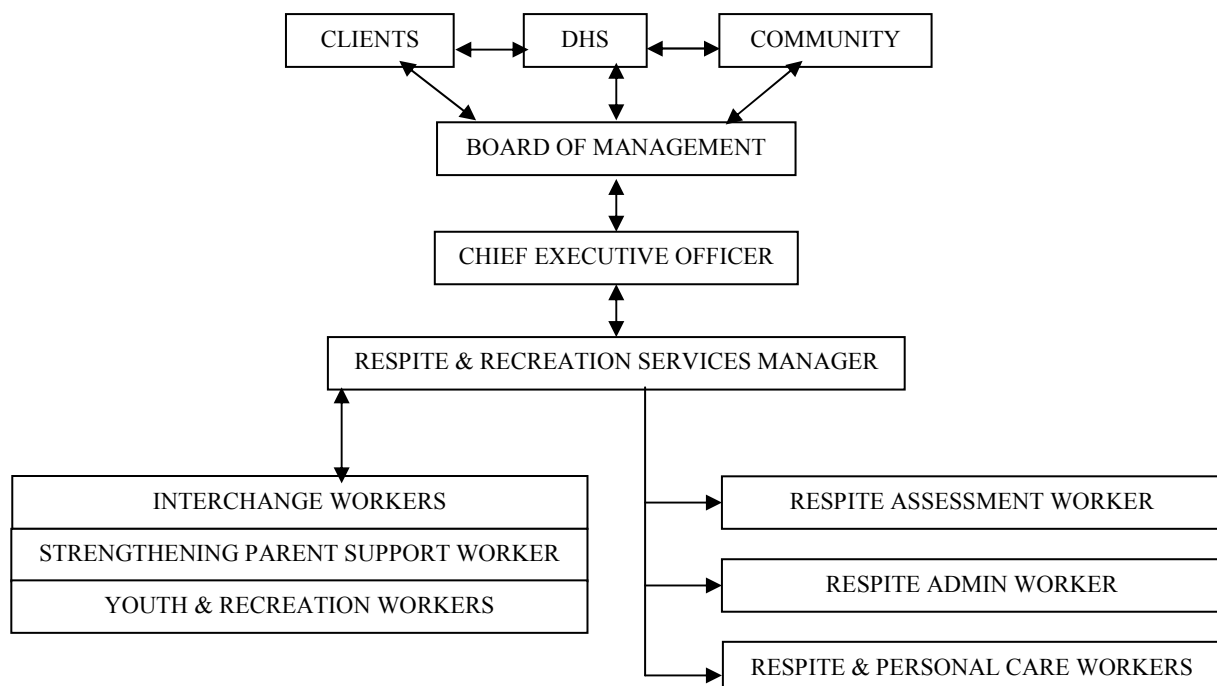
Excellence and Empathy

#### **GATEWAYS RESPITE AND RECREATION SERVICES OBJECTIVES**

- Provide appropriate, high quality support and care to enable people with disabilities to enjoy a positive lifestyle as a respected member of their local community.
- To work together as a team to ensure that all participants have an opportunity to be involved in activities in a positive way.
- Build on the unique strengths and needs of each participant

#### **REPORTING ARRANGEMENTS AND ACCOUNTABILITY**

The Gateways Board of Management is responsible to clients, funding bodies and the community for all aspects of service provision and management of the organisation. This responsibility is delegated through the Chief Executive Officer to staff. The accountability structure is as follows:



## **DUTIES AND RESPONSIBILITIES**

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### **Respite Program**

- Coordinate the rostering of respite care staff to meet client requests.
- Coordinate the use of agency vehicles for respite staff.
- Maintain and administer respite client records and prepare respite client invoices.
- Respond to client requests for booking changes.
- Check timesheets against roster and prepare timesheets for payroll processing.

### **Agency and Program Development**

- Support the organisations promotional and publicity activities.
- Participate in agency development activities as required.
- Report to the Respite and Recreation Services Manager any known risks that may impact on the organisation.
- Establish and maintain effective links with other Gateways Support Services staff / programs.
- Participate in relevant team and staff meetings.
- Participate in training activities as required.
- Other duties as directed or negotiated with the Respite and Recreation Services Manager.

## **SELECTION CRITERIA**

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### **1. High level communication and people skills including the ability to:**

- Present a positive image of the organisation to clients and the public.
- Effectively communicate and maintain positive working relationships with clients, staff, management and other organisations.
- Contribute positively to the culture and values of the organisation.
- Work effectively within reporting and line management systems.
- Produce high quality written material.
- Effectively utilise information systems, including Microsoft Excel and Word.
- Effective and professional telephone communication skills.
- To work with the Respite and Recreation team to provide a high level service.

### **2. Extensive administration experience:**

- Experience in taking bookings for client services and facilitating the rostering of staff and other resources to meet client requests.
- Demonstrated ability to protect the confidentiality of client information.
- Maintain excel spreadsheets and word documents to support provision of service to clients.

### **3. Personal attributes including:**

- Ability to work effectively in a challenging and changing environment.
- Flexibility and adaptability.
- Creativity and initiative.
- Drive and enthusiasm.
- Ability to job share and work within a team setting.
- Career goals consistent with the position.

### **4. Other**

- Extensive knowledge of Microsoft Word and Excel.
- Knowledge of developmental delay / and disabilities.

## **TERMS AND CONDITIONS OF EMPLOYMENT**

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- 19 hours per week – the 19 hours are to be worked as ½ day Wednesdays, full day Thursday and Fridays.
- Location of position: 10 – 12 Albert Street Geelong West
- As per the Health & Allied Services – Private Sector – Victoria Consolidated Award 1998 and the HSUA & Gateways Support Services Inc Disability Services Sector Certified Agreement 2005
- Salary packaging is offered in accordance with the organisation's salary packaging policy.

## **PREFERRED QUALIFICATION**

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Desirable to have a qualification in Office Administration.