

Position Description



Title	Administration Support & Service Verification Officer
Business Unit	Aged and Carer Services, Carer Wellbeing Team
Location	321 Ferntree Gully Road, Mount Waverley 3149
Employment type	Ongoing – FT
Reports to	Program Manager – Aged & Carer Services

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The purpose of the position is to provide administrative support to the Carer Wellbeing Team and act as a key conduit between the teams, vendors and accounts payable. The role also entails trouble shooting any issues as they arise, resolving and matching invoices that come through to the Teams, as well as practical support to both Team Leaders and Program Manager with various administrative tasks.

3. Scope

Budget: Nil

People: Nil

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4. Relationships

Internal:

- Program Manager
- Team Leaders
- Carer Wellbeing Team
- Accounts Payable Team
- Customer Service Team

External

- Vendors/Suppliers
 - Merri Health (lead agency for Carer Gateway Program) and consortia partners
 - Commonwealth and State Government Departments and City Councils
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5. Key responsibility areas

Service delivery

- Liaise with Service Providers to ensure prompt and accurate invoice processing occurs
- Work with Carer Wellbeing Team to ensure completion of client invoices for service delivery
- Ensure invoices matched in a timely manner for processing
- Register clients into Procura, complete scheduling, process PO's, ensure that missing information has been completed

Administration and finance

- Investigate any invoices that cannot be verified
- Review queries from Accounts Payable related to invoices that do not match verified services
- Update Procura and DC2Vue for any incorrect service entries on client schedules
- Verify service entries in Procura and DC2Vue against invoices received
- Identify systemic issues with ongoing mismatch of invoices
- Work with Team Leaders and Program Manager to ensure all required deadlines are adhered to
- Work with Team Leaders and Program Manager to improve the quality of data entered into Procura and DC2Vue
- Undertake and generate reports to ensure all services are verified
- Submit Procura and DC2Vue reports/Invoices to AP for processing of payment
- Liaise with Accounts Payable on Vendor Statement Reconciliations
- Provide guidance and support to Carer Wellbeing staff as required, this includes administration tasks.
- Print and file all invoices received
- Escalate to Team Leaders any issues with services on client schedules that may be ongoing or entered in error
- Extract download file of verified services from Procura and DC2Vue
- Order and create Client Welcome Packs for various Carer Wellbeing Programs

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- Preparing meeting agendas and conducting meeting minutes for team meeting when required
- Quality and Risk**
- Demonstrate an understanding of the principles of quality assurance and continuous improvement
 - Develop and maintain Standard Operations Procedures Manual with all procedures relevant to this role
 - Identify and monitor risks associated with the verification function
 - Identify gaps in existing systems and processes and apply specialist knowledge to establish processes and procedures to address identified gaps
 - Lead and/or actively contribute to projects focused on the development of system improvements
 - Ensure an excellent understanding of program service delivery is maintained and integrated into system improvements
- People and teams**
- Support team members by sharing your knowledge and by fostering a positive, collaborative environment focused on providing exceptional service and continual improvement
 - Work positively and professionally with Uniting colleagues
 - Contribute positively to a team culture that embraces:
 - Exceptional customer service to all stakeholders
 - Continuous quality improvement
 - Peer support and development
- Personal accountability**
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
 - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
 - Ensure appropriate use of resources.
 - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
 - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
 - Identify opportunities to integrate and work collaboratively across teams.
 - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
 - Promote a positive safety culture by contributing to health and safety consultation and communication.
 - Promptly respond to and report health and safety hazards, incidents and near misses to line management
 - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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6. Performance indicators

- Appropriate number of invoices processed and matched
 - Completion of projects, tasks and requirements provided within given deadlines
 - Stakeholder management, team work and professionalism in the workplace in line with Uniting values and missions and Standard Operating Procedures.
 - Prompt attendance to required meetings
 - Reaching additional requirements set by Program Manager where appropriate
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7. Person specification

Qualifications

- No qualifications specified

Experience

Essential:

- 3+ years working in a medium to large team
- Experience in a role which includes a high level of attention to detail
- Strong skills in managing varied stakeholder relationships
- Demonstrated ability to identify and contribute to the resolution of systems issues
- Proficiency and experience in utilizing and creating flow charts, Microsoft Office (e.g. Excel, Word, PowerPoint, Publisher) and Microsoft Teams

Desirable:

- Experience using Procura, DC2Vue client management system
- Working at a high level to troubleshoot and analyse accounts issues
- Experience working for a non-for-profit organisation

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
 - **Attention to detail:** Proven skills in reviewing detailed data, proficiency in Microsoft Office Suites, ability to spot anomalies and identifying solutions to issues.
 - **Analysis:** ability to reconcile and analyse complex account queries and diagnose issues, ability to prioritise working tasks and promptly action within deadlines.
 - **Team:** capability to work efficiently and effectively as part of a team and seek support from others when required, ability to provide and take on board feedback to others
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8. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Approved by: Executive Officer	Page 4 of 5	Division: Aged & Carer Services
Date Approved: August 2020	Printed copies of this document are not controlled.	Next Review Date: August 2021

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9. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		