

Role Description



Role title:	Classification:
Client Administration Officer	ASO4
Division/Business unit:	Reports to:
Disability/Projects and Business Support	Manager, Business Improvement

Role purpose:
The Client Administration Officer is a role within Disability and is accountable to the Manager, Business Improvement for: • Responding to disability specific enquiries regarding Supported Independent Living Services, Support Coordination, Specialist Support Coordination, Allied Health, Nursing and Positive Behaviour Supports via telephone, email, or online. • Creating, maintaining or updating service bookings, service agreements, service delivery items and other information in Lumary, in accordance with Departmental and NDIS legislative requirements and standards. • Coordinating and monitoring scheduled roster reviews or plan reviews with the National Disability Insurance Scheme (NDIS), or other funding bodies, including any consultation with key stakeholders to support progressing broader work, and better outcomes for people living with disability. • Supporting the filling of client vacancies through engagement with key internal and external stakeholders to achieve client centric outcomes. • Assessing, reviewing and communicating participant needs and goals. • Maintaining and applying an understanding of NDIS supports, services and guidelines relevant to the Department's role as a provider. • Ensuring all clients are supported in their engagement with the service through working collaboratively and cooperatively with clients and other stakeholders.

Key outcomes and accountabilities:
1. Accurately record and update client, roster or staffing details in the relevant systems in a timely manner. 2. Triage, respond to and action enquiries or referrals received via a group mailbox in a timely manner providing follow- ups where required. 3. Build and maintain working relationships with relevant stakeholders, agencies and associations, peers, and staff to deliver quality and timely communications and services. 4. Work collaboratively senior operational staff and allied health professionals ensuring best practice and compliance. 5. Provide a central review function in response to changing client needs, activating pathways for different support services. 6. Provide support when required in workshops and meetings, including the preparation of information, action lists and implementation of related actions. 7. Analyse workforce data to identify gaps and opportunities, including ensuring the available budget for a client's support plan is being fully utilised to maximise client outcomes.

Key outcomes and accountabilities:

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some out of hours work and intrastate travel may be required.

Key Relationships/Interactions:

- Manager, Business Improvement (line manager)
- Disability Services leadership and workforce
- Support Coordinator
- Internal and external stakeholders including non-government organisations
- Clients, their families, guardians and advocates

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people, people from culturally and linguistically diverse backgrounds, LGBTQIA+ people and people living with disability, as well as engaging in learning about other cultures and diverse communities to better establish relationships and improve services.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Disability Awareness** - Demonstrate an in-depth understanding of the nature of disability and the impact for individuals, families and society.
2. **Communication and Customer Service Skills** – Proven ability to communicate effectively with internal and external stakeholders and apply customer service skills, including negotiation.

3. **Administration Support** – Utilise experience in providing administrative support to senior staff including utilising a high level of time management, organisational skills, and professionalism.
4. **Initiative and Judgement** – Take prompt action to solve problems, act on own judgement without prompting, look to go beyond job requirements to achieve objectives, analyse problems and think creatively to negotiate and implement sound solutions.
5. **Attention to Detail** – Check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
6. **Able to Operate Autonomously** – Ability to work unsupervised, handle high volumes of work, to use initiative, organise priorities and meet deadlines.

Qualifications:

Not applicable.

Key leadership competencies and expected behaviours at this classification:
Supports and implements strategic direction

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☐ Assumes ownership of team goals and business objectives.
- ☒ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☒ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☐ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☒ Holds self and others accountable for reaching team outcomes and escalates issues where necessary.
- ☐ Monitors team/project performance and seeks feedback to guide improvements.
- ☐ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☒ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☐ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☐ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☒ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☐ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☐ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☒ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☐ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☐ Ensures a focus on wellbeing and safety for self and others and raises concerns where necessary.

Approval:		
Assessed by: Samantha Klotz, HR Business Partner		Date: 28 October 2024
Approved by: Lauren Wilkinson, Director, Projects and Business Support		Date: 4 November 2024