



Position Description

Job Details

Position Title: **Administration Assistant**

Year: **2019**

Department: **RIDBC**

Section: **Western Sydney**

Reports directly to: **Area Manager, Western Sydney**

Direct Reports: **Nil.**

Background Information

Qualifications	<i>Undergraduate</i>	
	<i>Postgraduate</i>	
	<i>Other</i>	

RIDBC Overview

Royal Institute for Deaf and Blind Children (RIDBC) provides quality, innovative services to achieve the best outcomes for current and future generations of Australians with vision and/or hearing loss.

RIDBC provides education, therapy, audiology and cochlear implant services for adults and children with hearing and/or vision loss, and their families. Services include:

- Early learning programs for children with vision and/or hearing loss from birth to eight years
- Preschool and school programs for children with vision and/or hearing loss and specialist preschool and school support services for children attending mainstream preschools and schools
- Assessment, planning and therapy sessions for children and adults with vision and/or hearing loss
- Specialist hearing and vision services delivered to children, adults and families in regional and remote areas of Australia via videoconference and other technologies
- Cochlear implantation and habilitation services for children and adults, through SCIC Cochlear Implant Program, an RIDBC service
- World class research, continuing professional education programs and postgraduate courses for professionals working with people with vision and/or hearing loss, through RIDBC Renwick Centre.

As a not for profit, RIDBC relies significantly on fundraising and community support to be able to continue to make a difference in the lives of people with vision and/or hearing loss.

Working for RIDBC

RIDBC's ability to provide high quality services to people with vision or hearing loss is directly dependent on the experience, knowledge and professionalism of its staff.

With more than 500 employees and over 1,500 volunteers, RIDBC employs a diverse range of staff across its many programs including: teachers, audiologists, speech pathologists, surgeons, orthoptists, occupational therapists, psychologists, physiotherapists, technology consultants, academics and researchers. We also employ a range of people in business support functions including corporate services, library services, fundraising, marketing and communications and human resources.

RIDBC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. At RIDBC we are committed to employing the very best people in the industry who have a genuine passion for working with children and adults with disabilities and have the right level of experience and knowledge.

RIDBC Mission

To provide quality & innovative services to achieve the best outcomes for current & future generations of Australians with vision and/or hearing loss.

RIDBC Values

- Integrity – Our actions match our words
- Empowerment – Owning my experience
- Community – Connected, not isolated
- Respect – We all matter
- Courage – Go beyond fear
- Communication – Exchange with purpose

Key Responsibilities <i>What is the activity?</i>	Performance Indicators <i>What is key? How is it measured?</i>
<ul style="list-style-type: none">• Take responsibility for reception services including greeting patients and visitors, answering or directing inquiries	<ul style="list-style-type: none">• Clients and professional staff are satisfied with reception services provided
<ul style="list-style-type: none">• As the first point of contact for telephone inquiries, assess the callers' requirements and direct them to the appropriate person	<ul style="list-style-type: none">• All calls are answered and actioned appropriately
<ul style="list-style-type: none">• Assist in the operations of the diary system including booking appointments as required	<ul style="list-style-type: none">• Clients are given the next suitable appointment with the relevant clinician• Accurate reflection of staff activity

<ul style="list-style-type: none"> Undertake outreach and home visit scheduling and planning; liaise with local agencies as required. 	<ul style="list-style-type: none"> Staff feedback
<ul style="list-style-type: none"> Update information to the Centre's data base and associated programs 	<ul style="list-style-type: none"> Accuracy of data entry
<ul style="list-style-type: none"> Process and compile Medicare, NDIS & Betterstart vouchers for submission 	<ul style="list-style-type: none"> Claims & documents are submitted as required Revenue reports
<ul style="list-style-type: none"> Assist in the administration associated with activating and maintaining NDIS service agreements 	<ul style="list-style-type: none"> Review of NDIS reports
<ul style="list-style-type: none"> Distribute patient assessment reports to appropriate external agencies 	<ul style="list-style-type: none"> Reports are distributed to external agencies as requested by the clinician
<ul style="list-style-type: none"> Maintenance and distribution of the clinical files. Maintenance of medical and administrative records – electronic and hardcopy 	<ul style="list-style-type: none"> Information, including all client contact, is updated on client files as soon as it is received. Relevant clinician is notified of updated information as appropriate
<ul style="list-style-type: none"> Coordinate the receipt and distribution of all incoming correspondence 	<ul style="list-style-type: none"> Correspondence is scanned, electronically filed and documented in notes and brought to the attention of the relevant clinician as soon as possible.
<ul style="list-style-type: none"> Maintain inventory of CI and associated parts, loaner devices and carry out reconciliations according to schedule. Receipt and despatch CI processors for repair, carry out regular device and equipment to be issued stocktakes; carry out stocktakes of purchasable items (eg Medibands, wireless devices etc). 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Provide on the spot trouble shooting and maintenance of cochlear implant speech processors and provide general information to assist clients with cochlear implants; under the direction of case manager, fit wireless devices to clients if required. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Disposable supply management 	<ul style="list-style-type: none"> Ensure disposable supplies and replenished appropriately

<ul style="list-style-type: none"> Carry out infection control processes according to protocol. 	<ul style="list-style-type: none"> Adherence to WHS policies & standards
<ul style="list-style-type: none"> Work collaboratively with other team members and teams on RIDBC activities. 	<ul style="list-style-type: none"> Positive feedback from team members and other teams.
<ul style="list-style-type: none"> Follow RIDBC values, policies, procedures and statutory obligations. 	<ul style="list-style-type: none"> Compliance with all RIDBC policies etc.
<ul style="list-style-type: none"> Follow workplace health and safety programs to ensure a safe working environment for self and others. 	<ul style="list-style-type: none"> Compliance with WHS programs and policies.

Knowledge, skills and experience – Required to perform this role

- High level customer service skills
- Demonstrated ability to provide administrative support to professional staff
- Financial management experience
- Competency in the use of the Microsoft suite of programs and the internet to support an office environment
- Strong verbal and written communication skills

Personal Attributes

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| <ul style="list-style-type: none"> Good team member with excellent communication skills Strong organisational skills Values driven with strong personal and organisation values match | <ul style="list-style-type: none"> Service and delivery oriented Tactful and diplomatic Collaborative and consultative |
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Staff member's name (print):		Date:
Staff member's signature:		

Supervisor's name (print):		Date:
Supervisor's signature:		