

## POSITION DESCRIPTION

October 2024

### Position Detail

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<b>Position Title</b>	<b>Client Services Administrator</b>
<b>Employment</b>	Full time, Contract or permanent
<b>Reporting to</b>	Client Services Manager
<b>Employees supervised</b>	Nil
<b>Expenditure Authority</b>	Nil
<b>Location</b>	TriCare Head Office – Mt Gravatt

### Job Purpose

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The Client Services Administrator is primarily responsible for handling all inbound enquiries from families and referrers for our aged care division, and supporting the facility managers in coordinating the documentation, and communication from enquiry to admission. The Client Services Administrator role is based at the TriCare Head Office, and is integral in our client attraction and occupancy management functions within the aged care residences division.

### Main Duties

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#### Customer Service and Administration

- Answer all incoming enquiries arriving centrally through all channels including phone, email and web; ascertain needs, gather minimum information, provide advice on next steps, upload information to the Client Management System (CMS) and within the specified time frames.
- Collect and upload to the CMS all relevant documents and materials relating to a Care Recipient and their Representative in order to progress their enquiry and facilitate smooth transition to admission (i.e. ACAT, NSAF/IAT, Application form, EPOA, etc)
- Send information and information packs both electronically and in hard copy as required to prospective Care Recipients and their Representatives.
- Provide timely support to ensure a smooth transition through the enquiry process to admission, ensuring all response time frames are met and there are no overlaps or gaps in the process.
- Book tours for facility manager as required and communicate booking details as per processes
- Assist with the upkeep and maintenance of TriCare referrer data base to ensure that the contracts are up to date and networks applicable to each service and region.
- Maintain a detailed up to date understanding of Resident Fees and Charges, applicable Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP) levels (including (RAC/DAC) levels, TriCare Additional and Extra Services, and TriCare Accounts Receivable policies and procedures.

- Assist with the drafting, accurate completion and distribution of all pre-admission and admission documents for new residents to ensure that they are completed, executed and recovered within the required internal and legislated time frames.
- Provide accurate and complete checklist to the legal department to facilitate prompt distribution of the Residential aged care agreement.
- Assist with the management and correct routing of post admission enquiries from Care Recipients and their Representatives to respective departments within TriCare.
- Assist with the maintenance of bed vacancies on the TriCare website, the DPS Publishing Website ([agedcareguide.com.au](http://agedcareguide.com.au)), MAC Portal ([myagedcare.gov.au](http://myagedcare.gov.au)) Aged Care On-Line ([agedcareonline.com.au](http://agedcareonline.com.au)) and all other digital sales portals as requested.
- Meet with prospective Care Recipients and or their Representatives at Head Office if required.
- Prepare and distribute the vacancy reports to the approved distribution networks at the agreed frequency.
- Provide technical assistance in the use of the CMS and participate in education for new users as requested.

### **Customer Service and Communication**

- Ensure a high level of professionalism with a 'customer first' approach when managing all enquiries.
- Develop and maintain strong professional relationships with all relevant internal and external stakeholders.
- Provide relevant reports to managers as required.

### **Performance Measures**

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- Professional and appropriate communications with all customers, facility managers, TriCare staff and external stakeholders.
- Strict adherence to confidentiality and agreed processes and procedures.
- Understands and communicates effectively to our customers the fees and processes associated with entry into aged care residences.
- Maintains the integrity of the CMS and client records and communications .
- Contributes to and participates in continuous measurable improvement in client management processes.
- Manages workload effectively and efficiently.
- Works productively and collaboratively in a team structure.
- Projects a positive and professional self-image, and contributes to and communicates a positive image of TriCare.
- Participates in regular performance review and at least an Annual Quality Performance Improvement Review.

### **Skills and Knowledge Required**

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- High level written and verbal communication skills.
- Up to date knowledge of aged care fees and charges or ability to learn quickly.
- Expert use of CMS
- Efficient computer skills, i.e. utilising software such as Word, Outlook, Excel and PowerPoint
- Accurate typing speed of a minimum of 60 wpm

## **Qualifications and Experience Required**

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- Customer service experience with proven success in fast paced and challenging environment.
- Experience with the use of software to manage enquiries and sales administration processes
- Relevant industry qualification desirable but not essential.

## **Personal/Other Attributes Required**

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- A positive attitude towards care of the aged, and
- Commitment to provide high level customer service,
- Professional telephone manner and appearance,
- Quick learner with advanced problem solving skills,
- Willingness to adherence to confidentiality and agreed processes and procedures,
- Commits to deadlines with able to work under pressure,
- Demonstrated commitment to continuous improvement,
- Alignment with Tricare values and business,
- Current satisfactory police check,
- Current open Driver Licence.

## **Work Health and Safety**

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The incumbent has the responsibility to comply with and meet all obligations contained in:-

- (a) Work Health and Safety (WHS) legislation;
- (b) Related WHS responsibilities; and
- (c) TriCare Injury Risk Management (IRM) standards.

### **INDICATIVE DAYS & HOURS OF WORK**

*Monday to Friday, with occasional need for evening / weekend work. Flexible hours within core business hours of 8am – 6pm as agreed*