

POSITION DESCRIPTION

Position Title:	Administration Officer
Department:	LifeWorks
Location:	Royal Rehab Ryde, NSW

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category A
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The LifeWorks Ryde Administration Officer is a key member of the team providing customer service to LifeWorks clients and administration support to the Manager, Coordinators and staff within the service. The position is primarily responsible for the client facing operations relating to LifeWorks, including the driving assessment and training service, sexuality service and the allied health programs.</p> <p>This position also provides administration and customer service support - including telephone enquiries, appointment bookings and correspondence - to the relevant LifeWorks programs such as referral processing, photocopying, scanning, data entry, appointment scheduling and database maintenance, and collation of clinical records. The role also includes drafting and managing service agreements and liaison with external funding bodies under the direction of the Program Coordinator.</p>

Organisation Context:
<p>Royal Rehab is a health and disability provider and has been delivering high quality services for people living with disability, their families, and carers for more than 120 years.</p> <p>Royal Rehab encompasses of the below:</p> <ul style="list-style-type: none"> • Royal Rehab Hospital inclusive of specialised brain and spinal injury public inpatient rehabilitation units and community based services • Royal Rehab Private Hospital, including Day Rehab Programs • Metro Rehab Hospital, including Day Rehab Programs • Community Rehabilitation Services -TRANSPAC, home based rehab and public outpatients • LifeWorks- fee for service community and outpatients rehab and therapy • Sargood on Collaroy (Spinal Resort) • Disability Supports & Accommodation • BreakThru <p>Royal Rehab LifeWorks is an umbrella service that provides allied health services for people with a disability in a setting that suits their needs. This can be onsite and/or in the community. Services under this program include:</p> <ul style="list-style-type: none"> • Single disciplinary and multi-disciplinary therapy and capacity building services aimed at achieving client goals.

- Driving assessment and training services (Ryde)
- Psychosexual counselling and therapy services for people with a disability (Ryde-based).

Programs are typically funded by NDIS, icare and other compensable schemes, though clients can self-fund

Organisational Relationships:

Reports to:	Operational: Clinical Operations Manager, LifeWorks, Program Coordinator, LifeWorks
Responsible for:	N/A

Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:

Essential

- Excellent interpersonal and communications skills, both formal and informal and exceptional customer service.
- Highly developed phone and face to face skills with ability to communicate effectively with Clients at all stages of their interaction with the service.
- Previous experience of a minimum two years in an administration position within a medical/allied health centre or high paced hospital/ clinic environment.
- Demonstrated high level keyboard/ computer skills and use of Microsoft Word, Excel and web-based client management systems.
- Ability to work autonomously and within a multi-disciplinary team environment to meet objectives and timeframes with flexibility.
- Proven ability to set priorities, organise workload, and multitask with minimal supervision.
- Well-developed communication skills and the ability to autonomously bring a creative approach to problem solving and conflict resolution.

Desirable

- Proficiency in medical terminology.
- Knowledge of National Disability Insurance Scheme, Lifetime Care and other compensable schemes.
- Knowledge of Occupational Therapy Driving Assessments and Transport NSW (former Roads and Maritime Service) processes regarding OT driving assessments.
- Ability to clearly write reports, documents, correspondence and attend to medical dictation work with accuracy.

Key Internal & External Relationships:

Internal	Manager, LifeWorks -Ryde Program Coordinator LifeWorks Ryde LifeWorks-Ryde team
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	<p>Royal Rehab Ryde staff and team</p> <p>Finance Team</p> <p>Corporate Services</p> <p>Reception</p> <p>Other RR and LifeWorks Administration Officers</p>
External	<p>Clients and participants, GPs, referrers, Insurance companies, icare, National Disability Insurance Scheme, NSLHD, External Case managers and support coordinators, Transport NSW, vehicle modifiers, equipment suppliers, other therapy providers.</p>

Delegations/Authority	
Budget	N/A
Financial Delegations	Nil

Key Responsibility Areas	
Key Area of Accountability	Specific Tasks and Responsibilities
Customer Service & Fee for Service programs support	<ul style="list-style-type: none"> • Provide a single point of access for clients of LIFEWORKS, including the driving assessment service and allied health services, amongst others. • Provide courteous and professional service to external and internal clients at all times. • Respond to public enquiries via phone, in person, email and website • Answer phone calls, transfer calls, take messages and respond to messages • Meet and greet clients on arrival to the centre, for centre-based services • Understand the Client journey in relation to funding arrangements & requirements • Understand the Client journey in relation the service they are receiving from the respective LIFEWORKS program • Provide a full explanation to internal and external clients regarding the services provided by LIFEWORKS, pending the relevant query. • Accept payment for fee paying services as required and provide invoices as required through the relevant system • In consultation with the Program Coordinator and COM, develop and implement a system for drafting and processing service agreements with ability to track as part of Client journey with limited oversight • Notify manager of all complaints and assist in resolution as instructed or from agreed up procedures
Administration Support	<ul style="list-style-type: none"> • Typing, data entry, minute taking and photocopying • Ensure all relevant information is received including referral, funder approvals as required, which may require liaison with external and internal stakeholders. • Book and confirm appointments for clients as needed by staff – the relevant calendar ensuring the funder is determined prior to scheduling the appointment • Send letters to clients and referrers regarding appointments or information related to their referral/assessment. • Check drivers licence status with Transport NSW • Problem solve unforeseen circumstances (e.g. cancellations) to optimise productivity and meet Client expectations • Handle multiple interruptions and prioritise duties through the day

	<ul style="list-style-type: none"> • Operate office equipment, order and organise supplies as required • Maintaining office and clinic rooms by tidying plinths, cupboards and shelves and generally keeping office organised and efficient at all times • Attending meetings and taking minutes, contribute to business planning and service development. • Other associated duties as directed by the manger
Maintain documentation and medical records	<ul style="list-style-type: none"> • Retrieve or create medical files for clients attending the services and complete all relevant documentation. • Process referrals and activities (appointments) as required in the client management system including did not attends and cancellations. • Distribute reports and clinic letters to referrers, funders, relevant parties and Transport NSW when completed by treating clinician and conduct appropriate follow up. • Type documents with a high level of accuracy, use dictation technology including filing and posting as required. • Organise and maintain document filing and computer files • Maintain client confidentiality and ensure release of information guidelines are adhered to at all times
Billing Procedures	<ul style="list-style-type: none"> • Prepare quotations for compensable clients in consultation with Program Coordinator • Ensure correct registration and billing procedure are followed to ensure all revenue is captured • Ensure approval for funding for compensable clients has been confirmed with the relevant funding body and approval information is entered into the client management system prior to appointment OR follow up accordingly • Process payments by clients at time of assessment and forward to finance department • Prepare invoices and receipts for relevant clients in the client management system to be provided to the client at time of assessment. • Enter all activities into client management system and assist in reviewing all activities are captured. • Meet deadlines related to end of month billing and reporting. • Assist with the review of monthly clinical activities at the direction of the COM • Obtain approval from manager for any purchase requisitions for the services
Perform duties in accordance with WHS	<ul style="list-style-type: none"> • Liaise with Corporate Services regarding vehicle maintenance, fleet bookings and cleaning • Participate in quality activities and provide necessary administrative support • Participate in a continuous process to monitor, evaluate and develop performance • Ensure the respective clinic rooms, waiting area and offices are clean, tidy and accessible to all • Arrange maintenance for repair of broken equipment as required

GENERAL RESPONSIBILITIES

Work Health and Safety

Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:

- Ensure that all potential hazards, accidents and incidents are identified and notified
- Ensure your own safety and that of others

Equity and Zero Tolerance to Bullying, Harassment and Discrimination

Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit-based selection and that all facets of

employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.

As an employee of Royal Rehab it is your responsibility to:

- Deal with others in a fair and equitable manner free from harassment and discrimination
- Ensure that a working environment free from sexual or any other harassment is recognised as a basic right

Principles of Multiculturalism

Employees are expected to:

- Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language
- Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required
- Abide by the principles of the Multiculturalism Act 2000
- Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility

Code of Conduct

Royal Rehab requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more then 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting			✓		
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about	✓				

Driving	Tasks involve operating any motor powered vehicle	✓				
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces	✓				
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects	✓				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓
Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance		✓			
Psychological Demands	Description					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited				✓	
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour		✓			

Sunlight	Exposure to sunlight	✓				
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces	✓				
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling					✓
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					✓
	2) Heavy					✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids					✓
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site				✓	
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				
Safety critical issues	Tasks involve responsibility for safety of others	✓				

Document Control (Hiring Manager use only)	
Effective Date: 12/03/2025	Authorised By: COM- LifeWorks Ryde

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____ / _____ / _____

Date