



Position Description

Administration & Accounts Support

**Wesley Home Modifications and Maintenance Service
May 2024**

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Administration & Accounts Support

Wesley Home Modifications and Maintenance Service

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Home Modifications and Maintenance Service

The Wesley Home Modifications and Maintenance Services (WHMMS) team has three key responsibilities:

- Support people with a disability via the NDIS.
- Support the elderly to retain their independence in their own homes through government CHSP funding contracts across 3 regions of Sydney.
- Support other internal departments and external agencies to provide services to elderly clients.

The aim being to provide a range of support services encouraging elderly persons and people with a disability to be more independent at home and in the community enhancing their quality of life and/or preventing their premature or inappropriate admission to long term residential care.

3 Overview of Role

The administration & accounts support role actively supports the operations of the WHMMS office. Undertaking a range of intake, accounts, other office-based duties whilst engaging with customers and stakeholders.

4 Relationships

Reports to: Office Coordinator, WHMMS

Works with:

- Wesley Home Modifications & Maintenance staff
- Other Wesley Mission teams, Committees, Networks and Boards
- Other Wesley Mission staff
- Partner organisations outside Wesley Mission

5 Major Role Responsibilities

5.1 Our Clients

- Support client, contractor and consultant enquiries via phone, email, and mail.
- Work within the funding guidelines to ensure services to clients match their needs.
- Provide empathy and understanding of the needs and circumstances of clients and their immediate family.
- Assessment and acceptance of client referrals from the government MAC portal.
- Support clients to understand their financial responsibilities under each funding program.
- Maintaining safety, security, and accuracy of client files in accordance with P&P.
- Manage client complaints appropriately to achieve suitable client and program outcomes.
- Gain feedback on client quotations and a client status.
- Supporting the follow up of and obtaining of client feedback surveys.
- Comply with Community Care Common Standards. Standard 1 Outcome 1.1 – 1.8.
- Comply with department of aged care quality standards and NDIS practice standards.
- Be a strong ambassador for the WHMMS team.

5.1.1 Performance Measures

- Accurate data collection and storage. Target 90% accuracy based on work evaluation quarterly
- Client feedback assessed from feedback added to C&C register from feedback forms and client calls. Expected that weekly feedback be received and added
- Accuracy of advice regarding guidelines and standards. This can be defined by terminology and text used in quotes and client calls. Evaluated quarterly or as needed.

5.2 Our People (our team)

- Liaising the WHMMS team to achieve the goals and targets required.
- Provide accurate and efficient transfer of information between staff.
- Promote and ensure adherence to Wesley Mission brand.
- Ensure all Human Resource (HR) policies and procedures are understood and adhered to
- On a quarterly basis, document your progress using the Contribution & Development Plan (CDP) template and meet with your manager to discuss.
- Ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself.
- Regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc.
- Identify and recommend opportunities to increase team satisfaction.
- Attend all scheduled meetings.

5.2.1 Performance Measures

- Attend 100% of arranged meetings within the workplace.
- Participate in the CDP process annually with quarterly catchup on progress.
- Good level of team participation and satisfaction. Assessed at regular intervals and CDP.

5.3 Our Operations

- Production of client quotations for WHMMS works in accordance with our policies and procedures (P&P).
- Assessing client referral requests in accordance with CHSP guidelines and WHMMS P&P.
- Liaising with contractors & other service providers as required.
- Receipt & dispatch of correspondence associated to our service.
- Accurately maintain each stage of a client's case using internal applications.
- Contribute to towards a culture of continuous improvement by streamlining or developing improved P&P's resulting in efficiencies in delivery.
- Achieve progress and service delivery targets as directed.
- Assist in actioning the "HMMSintake email account" in the absence of the Office Coordinator.
- Supporting the Office Coordinator to prepare and manage NDIS service agreements.
- Ensure effective and efficient use of business systems including MAC portal, Carelink+ and MS Office suite of products.
- Communicate the Wesley Mission brand and key messaging strategy to stakeholders to build effective relationships, gain their support and ultimately create advocates.

5.3.1 Performance Measures

- Monthly funding contract targets achieved, with monthly team feedback.
- 100% secure and accurate collection and storage of data via MS Teams and File Explorer.
- High level of attention to detail in daily operations based on regular review of completed work.
- Turnaround time and deadlines for work items. As determined by management requests and target dates used In Microsoft Teams to track client progress. Evaluated on as needs basis.

5.4 Our Financials

- Processing accounts payable & accounts receivable invoices in line with finance deadlines.
- Following up outstanding debtors.
- Maintaining accurate storage of financial records for relevant clients.
- Submission of accurate data to support funding body reporting requirements and KPI's.
- Managing NDIS claims for NDIS service agreements.
- Operate within the financial constraints and policies of Wesley Mission.
- Operate within the funding guidelines for each respective funding contract.
- When entrusted with Wesley Mission assets, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.
- Ensure projects are delivered well and minimise expenses wherever possible.

5.4.1 Performance Measures

- Accurate, on time monthly data/accounts submission to achieve financial board reporting and funding body contract requirements.
- High level of attention to detail in daily operations based on regular review of completed work.
- Monthly review of debtor management with 75% resolution of debts at all times.

6 Professional Responsibilities

- Comply with the legislated licensing requirements contained in the Home Building Act 1989 and the Home Building Regulation 2004
- As directed, undertake other activities to support the delivery of the WHMMS Business Plan and Wesley Mission Strategic Plan, as requested by your manager.
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures.
- In relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor.
- Take responsibility for personal career development and training.
- Participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation.
- Administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate.
- Demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission.
- Ensure the reputation and integrity of Wesley Mission is maintained at all times.
- Maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- Works effectively in a team environment and be receptive to change.
- High levels of attention to detail.
- Empathy and understanding of the work we do and client challenges and behaviours.
- High levels of ethics, morals, and standards in their approach to work.
- Willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry.
- Demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude.
- Relates well to a range of people with sound listening and problem-solving skills.
- Confident professional with strong initiative and business acumen.
- Displays emotional maturity and resilience.

Essential skills/knowledge

- Computer literacy, particularly in the Microsoft suite of applications.
- Experience working in an office environment.
- Experience processing accounts payable and receivable.
- A good understanding of and experience with debtor management.
- Strong computer literacy (particularly in database maintenance/entry).

- An ability to quickly learn and adapt to new computer-based systems.
- Strong and clear communication skills both written and verbal.
- Good problem-solving skills and the ability to refer to departmental guidelines and procedures.
- An understanding of the issues faced by people with a disability and with the frail and elderly in the context of Home Modifications and living independently.
- Ability to follow direction to complete assigned tasks.
- An ability to set priorities and to achieve them through good time management skills.

Desirable skills/knowledge

- Class C NSW Drivers licence or equivalent.
- Knowledge & experience in Home Modification & Maintenance Services.
- A knowledge of the financial aspects of Aged Care funding and packages and NDIS.
- A good understanding and knowledge of Peoplesoft Financials.
- A good understanding and knowledge of Microsoft Teams and associated functions.
- A good understanding and knowledge of Microsoft Office suite of products.
- Not for profit or cause related management experience.