



POSITION DESCRIPTION

Position Title:	Business Support Officer– Therapy
Reports to:	Therapy Manager (dotted line to Business Performance Manager)
Level:	SCHADS 3/4
Location:	Perth metropolitan area (based in Maddington)
Date Reviewed	

Directions Disability Support Services

Directions Disability Support Services has provided personalised and individually tailored support to people with a disability and their families for over 25 years and has developed a strong reputation for high quality relationship-based services throughout Perth. Service delivery areas include therapy, individualised supports, groups and host families.

Directions Vision

Our vision for the people we support is for them to:

- Have a fulfilled life - with healthy relationships, friendships and purpose
- Be part of an inclusive community, which accepts people as they are and looks beyond disability
- Be empowered to make choices and have control over how they live: to decide not only what is important for them, but what is important to them.

Our long-term vision for Directions is:

- To have a reputation for quality which inspires, and shows others what is possible for people with Disabilities;
- To grow to serve people across Western Australia, while keeping our unique, values-based approach;
- To recruit, develop and retain the best people in the sector, because they are the source of the value we provide to the people we support;
- To build strong links with government and the communities in which we operate

Directions Values

Our core values define who we are as an organisation, what we believe in and what makes us unique. They also describe what we expect from our team. All of us at Directions have agreed to uphold these

values (and the behaviours they represent, which are detailed separately), and to be held accountable for doing so:

- **Working Together:** How well we work together is directly linked to how well we can support the people we work with.
- **Being Creative and Flexible:** People who are creative and flexible thrive at Directions.
- **Having Energy and Enthusiasm:** The energy and enthusiasm of our team is what makes Directions a special place to work.
- **Being Compassionate:** Compassion for the people we support and for our colleagues is at the heart of how we work together.
- **Making a Difference:** We are united in our desire to improve people's lives and make a difference in our community.
- **Being Honest:** Trust is fundamental to our work, and we build trust through being honest with each other.

Position Overview

The Business Support Officer - Therapy provides a wide variety of administrative support to the therapy team and, as required, other service delivery teams. This role has direct customer contact and can be the first point of contact for enquiries seeking assistance, advice and services from the therapy team at Directions. The intake of new participants and the ongoing contractual obligations for existing clients is pivotal and as such the role requires the ability to provide sound advice and expertise regarding NDIS. As the potential first point of call for clients the position requires a consistent and professional representation of Directions Disability Services.

The Business Support Officer – Therapy will assist in meeting the varied needs of internal and external stakeholders in a timely and efficient manner, in accordance with Directions and funder processes and procedures. The role will provide enablers for the team to deliver an efficient customer focused service, operating within a high performing team.

Key Duties and Responsibilities

1. Assist the Therapy Manager to ensure referrals are managed appropriately in line with Directions intake processes.
2. Enter and analyse data in a customer database system (CRM currently Visicase); including enquiries for therapy services;
3. Participate in on boarding new clients to the therapy team at Directions;
4. Provide administrative support to Therapy Team and other staff in creating therapy tools;
5. Provide administrative support to team in use of CRM system (Visicase) as well as other ICT applications as required
6. Identifying errors and rectifying errors within database and other systems;
7. Suggest improvements and resolve errors;
8. Liaising with relevant parties to resolve any concerns and queries;
9. General administrative duties across the service delivery teams as required;
10. Other duties as required.

Statement of duties

Team work

1. Work as part of the team and work autonomously as required;
2. Ensure effective information sharing
3. Demonstrate a willingness to participate in team and planning discussions to resolve potential service delivery issues.

Environment

1. Ensure all work related activities are carried out in compliance with regulatory and funder requirements and best practice;
2. Any procurement of goods and services include consideration of the environmental footprint;
3. Minimise wastage of office materials through reduction, reuse or recycle principles;
4. Participate in environmental awareness activities and report issues as appropriate.

Continuous Improvement

1. Contribute to continuous quality improvement by constantly seeking out opportunities to improve work practices and procedures;
2. Assist the quality evaluation process by identifying, incorporating best practice and providing regular reports on quality activities undertaken.

Occupational Health and Safety

1. Contribute to the maintenance of an occupationally safe and harassment-free workplace;
2. Ensure occupational health and safety issues are considered in all aspects of duties performed;
3. Maintain high standards of performance and adopt a proactive approach to occupational health and safety issues;
4. Ensure compliance with statutory requirements and company policies and practices;
5. Report all observed safety incidents and hazards and recommend improvements;
6. Comply with all state and federal anti-discrimination, bullying and sexual harassment legislation.

Other

1. Assist the therapy team in the development of procedures, guidance notes and operating frameworks in support of service delivery;
2. Ensure the confidentiality of any and all information obtained in relation to the position;
3. Comply with Directions' internal quality systems, policies, procedures and protocols;
4. Represent Directions in a professional and credible manner in all interactions with the community and other external stakeholders;
5. During normal working hours focus attention on the activities of Directions;
6. All other tasks as directed that are reasonable and appropriate for the role.

Key Performance Indicators:

- Attending to enquiries, referrals and intake of participants in a timely manner
- Completion of service agreements and / or other administrative processes in agreed timeframes
- Clear assessment of risk and OSH matters in relation to service delivery
- High level of customer satisfaction

Work Related Requirements

Qualifications and experience

1. Comprehensive experience in an administrative or clerical role, self-motivated and proficient in a range of integrated technology and software applications.
2. Excellent computer skills and efficient in multiple systems, including Microsoft Office and customer relationship management software
3. Experience in routine interpretation and application of data management systems
4. Experience in the management of NDIS claiming and reporting requirements;
5. Excellent interpersonal and communication skills;
6. Previous experience working in the disability sector is essential.

Knowledge, skills and abilities

1. Excellent organisational and time management skills.
2. Strong time management skills and autonomy;
3. Meticulous attention to detail and ability to meet tight deadline;
4. Flexible, can do attitude and able to multitask with changing priorities;
5. Skills within the MS Word, Excel and Outlook programs
6. Strong attention to detail and accuracy
7. Enjoy working in a team environment
8. Displays initiative in daily performance; the ability to conceive new ideas and initiate action

Appointment Pre Requisite

1. Proof of right to work in Australia
2. Current National Police Clearance;
3. Evidence of qualification/s
4. Two current independent referees