

## Position Description – Business Support Officer

### Core Detail

<b>Title</b>	Business Support Officer
<b>Role</b>	<p>The Business Support Officer is primarily responsible for supporting the Facility Manager in performing administrative and office support activities including coordinating the documentation, communication and associated processes in relation to the management of prospective Care Recipients through enquiry to admission.</p> <p>This role will have a heavy focus on the enquiry process and occupancy status against budget. The Business Support Officer is the first point of contact for all enquiries arriving at the home and work with Head Office to build referrer relations. There may be a requirement from time to time to cover other facilities during absences or mass enquiries.</p>

### Position Parameters

<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	Facility Manager
<b>Expenditure Limit</b>	\$500
<b>Location</b>	TriCare Aged Care Residence

### Detailed Description of the Position

<b>Administration and Documentation</b>	<p>Under the direction of the Facility Manager, this role includes the following:</p> <ul style="list-style-type: none"> <li>• Accept all incoming enquiries arriving through all channels including phone, email and web; ascertain needs, gather information, provide advice on next steps, upload to the Client Management System (CMS).</li> <li>• Pursue all avenues to increase Occupancy in the facility, build and maintain relationships with external stakeholders in collaboration with the Facility Manager.</li> <li>• Send information and information packs both electronically and in hard copy as required to prospective Care Recipients and their Representatives.</li> <li>• Provide constant liaison between the internal stakeholders, the prospective Care Recipient or their Representative to ensure a smooth transition through the enquiry process to admission, ensuring that all response periods are met and there are no overlaps or gaps in the process.</li> </ul>
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- Book tours and meetings as required and communicate booking details in a timely fashion.
- Oversee the upkeep and maintenance of TriCare's referrer database to ensure that the entries are up to date and reflective of the market conditions and networks applicable to each service and region.
- Maintain a detailed understanding of Resident Fees and Charges, applicable Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP) levels, TriCare's Additional 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 periods.
- Liaise with the TriCare Legal Department to ensure the smooth production, distribution and return of Care Recipient Contracts within internal and legislated periods.
- Assist with the maintenance of bed vacancies on the TriCare website, the DPS Publishing Website ([agedcareguide.com.au](http://agedcareguide.com.au)), Aged Care On-Line ([agedcareonline.com.au](http://agedcareonline.com.au)) and all other digital sales portals.
- Meet with prospective Care Recipients and or their Representatives, if required.
- Prepare and distribute the vacancy report to the approved distribution network at the agreed frequency.
- Provide technical assistance in the maintenance and use of the CMS and education as required from time to time.
- Assist with the management of human resources in a fair, equitable and financially responsible manner.
- Contribute to the preparation of the aged care residence operating budget. Provide strong support to the Facility Manager in relation to coordinating and conducting tours, conducting the pre-admission process, and follow up on admissions to provide customer service.
- Support the Facility Manager to achieve agreed budgetary targets.
- Support the Facility Manager to meet Head Office requirements efficiently and within agreed time frames.
- Support with the coordination of services within the aged care residence in liaison with the Clinical Manager.
- Assist with ensuring stock control is maintained and sufficient, and supplies meet aged care residence requirements.
- Assist with monthly updates of the aged care residence plan for continuous improvement to ensure compliance with the Aged Care Standards relating to Accreditation Status.

	<ul style="list-style-type: none"> <li>• Assist with ensuring that there is coverage in place for all positions that work within the Aged Care Residence.</li> <li>• Support the Facility Manager to ensure the residence and its operations (policies, procedures and practices) meet all statutory and regulatory requirements.</li> <li>• Undertake the role and duties of Administration Officer as needed.</li> <li>• Performing any other duties as required.</li> </ul>
<b>Employee Training and Development</b>	<p>To assist the Facility Manager with ensuring employees have access to the appropriate training to achieve their maximum capabilities. This includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Actively support the roles of the Training Officer and Training Manager. Contribute to the aged care residence training calendar.</li> <li>• Assist with evaluating the effectiveness of any training (and report back to Training Manager).</li> <li>• Participate in the training and development of all employees within the aged care residence.</li> </ul>
<b>Team Work</b>	<p>Team structure has been adopted within the division to enable equal participation and shared responsibility for functional effectiveness. Performance indicators include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Abide by the behavioural and ethical standards set down in the TriCare Code of Conduct.</li> <li>• Support and encourages the development of team leaders and team members.</li> <li>• Provide teams with constructive feedback regarding performance.</li> </ul>
<b>Customer Service and Communication</b>	<ul style="list-style-type: none"> <li>• Provide relevant reports to senior managers.</li> <li>• Provide customer service support and on-site training to ensure education provided is adequate and understood, including review/assessment of employees' knowledge as requested by the Regional Client Services Coordinator.</li> </ul>

## Skills and Knowledge

- High level written and communication skills.
- Latest and contemporary knowledge of aged care fees and charges.
- Contemporary knowledge of aged care legislation as it pertains to resident entry.

## Personal/Other Attributes

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- Current, satisfactory police check.
- Current open Driver Licence.
- Professional telephone manner and appearance.
- Provide a mature and positive role model for all employees, both personally and professionally.
- Project the positive and professional image of TriCare.

## Experience

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- Substantial client services and sales management experience.
- Proven knowledge or formal qualification in health care financials.
- Demonstrated commitment to continuous quality care, and the TriCare Commitment, as well as a positive attitude towards care of the aged.

## 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's Risk Management (RM) standards.

## Performance Measures

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- Professional and appropriate communications with all TriCare and external personnel.
- Attendance and positive contribution to discussions at sales meetings.
- Identifiable improvements in prospective client management processes.
- Compliance with aged care legislation as it relates to Care Recipient entry into residential aged care.
- Highly organised and productive.
- Effective verbal and written communications with all employees.
- Professional telephone manner and appearance.
- Provide a mature and positive role model for all employees, both personally and professionally.
- Project the positive and professional image of TriCare.
- Annual Performance Review.