

## **Client Administration/ Project Officer (Full-time – Canterbury / Bankstown)**

Riverwood Community Centre  
*Bankstown/Canterbury*

Community Services & Development  
Aged & Disability Support

**Riverwood Community Centre** is seeking a Client Administration/ Project Officer for our Aged Care Services team.

The successful applicant would need to be enthusiastic, reliable, and adaptable and committed to the provision of quality care and continuous improvement, and also have the capacity to work independently and as part of a team.

You would also need to have good communication skills particularly when working with clients from CALD backgrounds.

### **KEY RESPONSIBILITIES**

- Follow up with referrals and assist the Aged Services Team in the intake process
- Assist the Team to conduct client assessments, reviews, coordination of services and other supports as required
- Ensure services are delivered in an accountable, professional manner in accordance with consumer's care plan, relevant guidelines and duty of care requirements
- Assist the Team to manage staff rostering system
- Develop and maintain effective relationships with clients and team members through clear communication
- Monitor and maintain My Aged Care Portal
- Collect relevant data in order to generate reports and measure deliverables using data management systems
- Manage client management system and support staff in the use
- Assist the Service Manager to identify, establish, improve and maintain administrative processes, service compliance and quality standards
- Contribute to the integrity of all internal information systems, by maintaining data through timely updates and revision of information where required
- Provide timely, high quality reports as required
- Monitor and maintain accurate records of petty cash, expenditure, completing reconciliation and request for reimbursements, generating invoices and claiming as required
- Develop promotional material and provide marketing support as required

## Essential Criteria

- Experience in Aged Services or similar field
- Demonstrated experience in an administrative position in Aged/ Disability related environments
- Strong knowledge, understanding and engagement skills working with diverse communities
- Strong information technology and information management skills, with experience in the use of Outlook, Word, Excel and PowerPoint
- Experience with client management systems
- Commitment to data integrity and meticulous with data entry and record keeping
- Attention to detail and accuracy
- Good communication skills, written, verbal and interpersonal
- Ability to work autonomously and as part of a team
- First Aid certificate or willingness to obtain
- Full COVID vaccination certificate
- Current Working With Children Check
- Willingness to undertake a Criminal Record Check
- Driver's license and access to a fully comprehensively insured vehicle

## Highly Desirable

- Ability to speak a second language

## Qualifications

- Cert IV or above in Business Administration/ Community Services or equivalent; or above.

To be successful in this role you will be passionate about inclusive programs for older people and be intentional to promote respect, develop opportunities for safety, greater choice and autonomy in their daily lives. In return, RCC provides competitive remuneration and conditions, training and a very supportive team culture.

To apply for this role please send a cover letter, your current resume addressing the criteria to [humanresources@riverwoodcommunity.org.au](mailto:humanresources@riverwoodcommunity.org.au)

Only applicants who address the selection criteria will be considered.

- Join our dedicated, experienced and respected aged care team
- Dynamic and fulfilling role supporting the local community