

Receptionist

Toowoomba Service Area

Job Reference Number: TR2017



Carers Queensland is a NDIS Partner delivering the NDIS in your community

Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Receptionist	
Reports to	Team Leader
Direct reports	Nil
Indirect reports	Nil
Hours of employment	Full time
Contract length	From commencement until 30 June 2018
Salary Award Level	Level CSW 2.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012 (\$51,699.29 per annum)

1. About the National Disability Insurance Scheme's Local Area Coordination, Partners in the Community Program

The Local Area Coordination (LAC) component of the National Disability Insurance Scheme's (NDIS) Partners in the Community Program (PITC) will:

- Assist people with disability, their families and carers to build and pursue their goals for a good life; exercise choice and control and engage with the Scheme
- Ensure that people with disability can be supported outside the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability

This approach focuses on the natural authority of people with disabilities and their families and carers as well as the importance of accurate and timely information to enable people to have more choice and control in how they live their lives.

The roll out of the NDIS represents significant generational change, bringing opportunities for people with disabilities to direct and control decision within their own lives and participating fully within their communities.

2. About the Position

This position will provide reception and support to the NDIS LAC PITC program team in the Toowoomba Service Area, and provide information and support to participants, families and carers, as their first point of contact with the organisation.

3. Main Activities

3.1 Administrative Support

- Provide a professional and welcoming reception service to all participants, carers, families and visitors
- Prepare meeting rooms, materials and equipment as required
- Organise venues and catering for meetings, training sessions & events as required
- Within delegation, order, receive and maintain adequate stationary & office supplies
- Maintain appropriate administrative records utilising the NDIS data system in a timely manner

- Use the NDIA IT System to record appointments, defined data fields, notes and actions to ensure the Scheme develops a comprehensive single electronic file for each participant
- Maintain appropriate administrative records as per the policies and procedures of Carers Queensland
- Ensure all data is entered and available for the relevant reporting period
- Respond to data requests from the Team Leader in a timely manner

3.2 Program Support

- Provide general information in response to participant enquiries, and or refer the person to the appropriate staff member for further assistance
- Build and maintain a current working knowledge of local community supports and services

3.3 Quality Assurance

- Participate in all NDIA required training
- Participate in quality audits to ensure the LAC program is operating within the Bilateral Agreement, NDIS Standard Operating Requirements, and Carers Queensland Standard Operating Procedures.

3.4 Risk Management

- Work within the Workplace Health & Safety accountabilities as part of the WHS Act 2011
- Identify, manage and report risks
- Meet all personal duty of care requirements
- Advise direct line supervisor of any emerging issues to proactively manage risk

3.5 Financial Management

- Comply with Carers Queensland Delegations of Authority policy

3.6 Customer Relationships

- Ensure customers are advised on feedback, compliments and complaints processes

3.7 Teamwork

- Actively contribute positively to the culture of Carers Queensland
- Participate in supervision and performance management process
- Undertake relevant training and development
- Participate in monitoring, evaluation and reflective practice activities