



# POSITION DESCRIPTION

<b>Position Title</b>			
<b>Location</b>	Jabiru	<b>Department</b>	Community and Council Services
<b>Position Level</b>	Level 5	<b>Work Group</b>	Community Services
<b>Position Type</b>	Permanent / Full Time	<b>Approval Date</b>	16 May 2026
<b>Coverage</b>	WARC Enterprise Agreement 2024	<b>Approved By</b>	CEO

## Position Objective

Support the Community Care Team by providing administrative support, timely and accurate data entry, and compliance monitoring services for the Aged Care and NDIS programs that are delivered in four communities across the West Arnhem region

## Key Duties and Responsibilities

1. Liaise with community team members to receive weekly data sheets outlining services delivered.
2. Input information for Aged Care Consumers into the electronic records management system for Aged Care (ETools).
3. Upload monthly reports to the Department of Social Services through the Data Exchange (DEX) portal (for Commonwealth Home Support Program consumers) and to Services Australia through the Aged Care Provider Portal (for Home Care Package consumers), as directed.
4. Store collected data sheets, and other records in the records management system (Magiq) according to existing protocols and naming conventions.
5. Liaise with Finance team to ensure payments received through Services Australia align with consumer records.
6. Create and distribute monthly statements for Home Care Package recipients.
7. Prepare and submit quotes for service provision to NDIS Coordinators of Support as required.
8. Submit invoice requisitions for services delivered to NDIS participants to Finance and subsequently monitor and follow up outstanding accounts with Plan Managers.
9. Monitor the My Aged Care Service Provider Portal for new referrals to West Arnhem Regional Council and work with the Team to ensure they are accepted and set up for services in accordance with approved care plans.
10. Explain processes and fee structures to Community Care teams, program participants and consumers when required via phone or email.
11. Complete Purchase orders for SAH Clients, laundry and Community Care Food Orders for Community Services.
12. Provide support to community services team and /or on-site relief, as directed.
13. With regard to work health and safety in the workplace:
  - a. ensure you work safely, the way you work does not cause harm to others, and you use measures within your control that prevent injuries or illnesses; and
  - b. within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.

The employee is required to undertake any other reasonable duties or tasks as directed by the Community Care Senior Project Officer which are within the employee's skills, competence and training.

### Essential Criteria

1. Certificate IV in Administration and/or relevant experience in data entry and compliance.
2. Demonstrated ability to provide effective verbal and written communications that encourages positive relationships across communities and with external stakeholders.
3. Demonstrated ability to work with complex data and data collection systems.
4. Demonstrated ability to use good judgement and initiative to solve problems and make sound decisions.
5. Proven ability to work independently and collaboratively as part of a team across communities.
6. Strong understanding and appreciation of Indigenous culture, living and working in remote communities and a demonstrated ability to be a good cultural fit for Council.
7. Qualifications / licences:
  - a. Current C Class Drivers licence, at a minimum
  - b. Working with Children Check (Ochre Card)
  - c. NDIS Worker Screening Check

### Desirable Criteria

1. Knowledge of Aged Care and NDIS data collection and information systems.

### Organisational Relationships & Further Information

<b>Reports to</b>	Community Care Senior Project Officer (Aged Care & NDIS)	<b>Supervises</b>	None
<b>Internal liaising</b>	Community Care and Community Services Support staff	<b>External liaising</b>	Government representatives, community organisation representatives, community members and stake holders, consultants and businesses
<b>Span of hours</b>	Days on which ordinary hours can be worked – Monday to Sunday Span of ordinary hours – 5 am to 10 pm		
<b>Employment Check</b>	Criminal History Check is mandatory. Unless relevant to the position, criminal history will not affect employment.		
<b>Travel</b>	Travel to remote communities by light aircraft or 4wd will be required, and stays may be required.		

This position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, action and conduct, including but not limited to: the employment contract and conditions, Code of Conduct, delegation manual, legislation, regulation, policies, procedure, process, standards and plans.