



Chinese Community Social Services Centre Inc.

(ABN 95 428 365 701)

Job Vacancy

Service Support Worker

- Full time permanent position based in Box Hill
- Provide administrative and other general support to the Community Aged Care and Disability services
- Meet rostering requirements in a timely and effective manner for Care Workers in the designated services

About the opportunity

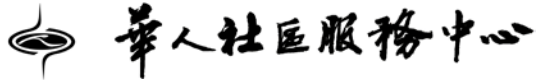
CCSSCI has an exciting opportunity for a Full-time Service Support Worker position in our Community Aged Care and Disability Services.

This full-time permanent position will be responsible for replacing shifts, ensuring all shifts are fully staffed, taking phone calls, checking and replacing last minute absences, managing the master and current rosters, run and process roster expectations, rolling out fortnightly rosters within strict time frames.

This is a highly varied role suitable for an experienced administrative worker who has high attention to details and a genuine focus on exceptional customer service. The Service Support Worker will also be responsible for maintaining and updating databases for the waiting list of the clients, primary carers and casual care workers.

Key Responsibilities

- Attend to day-to-day rescheduling to cover unplanned changes in staff availability including sick leave, personal leave and emergency replacement or backfilling requirements.
- Ensure rostering is logistically sound, efficient and effective use of staffing resources. Fill shifts effectively as possible and within a timely manner while having a regard for consumer choice, staff skills and experience, award and OH&S considerations.
- Assist Case Managers in care workers and client matching by the use of the roster and time available record.
- Provide general support for clients, e.g. making medical appointments, taxi booking etc.
- Under the instruction of Line Manager and via the existing templates and guidelines, maintain and update the databases for the waiting list, clients, primary carers and our casual workers.
- Prepare clients' Monthly Payment Information for Finance Team to process monthly statements.



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- Verify care workers' time sheets and mileage and prepare data for payroll processing.
- Responsible for maintaining and updating external contractors' records, e.g. registration details, police check and insurance certificates.
- Responsible for ensuring appropriate stock levels are maintained, ordering and distribution of Personal Protective Equipment for care workers.

To be successful in this role you will need:

- Relevant qualification in business and office administration;
- Experience in an administration role, preferably in a health / aged care setting;
- Fluency in spoken and written Chinese both Cantonese and Mandarin; and be able to translate from English to Chinese;
- Knowledge and experience in Microsoft Office Packages, with an intermediate to advanced level of Word Processing and Excel Database;
- Multi-tasking abilities as well as high attention to details;
- Excellent communication and interpersonal skills with demonstrated experience in liaising with a broad range of persons;
- High level of organisational skill and time management with the ability to meet program/service deadlines;
- Commitment to a consumer-centred environment with a strong focus on customer service;
- Demonstrated capacity to work independently in addition to respectfully and collegially in team environment.

Before starting to work with us, you will need to undertake NDIS worker screening check, WWCC Employee card, National police check and international police check (if you have resided overseas for more than 12 months in the last 10 years). All offers of employment are subject to clearance of these Safety Screening process.

How to Apply

If this sounds like you, apply now together with your Current Resume and Cover Letter.

For more information, please visit www.ccssci.org.au/join-us/careers for job description or email jobs@ccssci.org.au.

Applications close on Friday 21 June 2024.