

Community Care Business Support Officer

Yaandina Community Services, situated in Roebourne for over 40 years, is the largest provider of community services in the Pilbara. Yaandina has a comprehensive suite of services that include: Youth and Family programs, Community and Aged Care services and Drug & Alcohol services.

Yaandina Community Services is the largest local provider of community services in the Pilbara. Through integrity, respect, team work, continuous improvement and innovation the dedicated staff at Yaandina focus on the needs of each of our clients to deliver the best possible service and care.

About the role:

The Business Support Officer provides vital operational and administrative support to ensure Community Care services are accurately recorded, claimed, reported and maintained. This role plays an important part in supporting the onboarding of new clients, processing service data, supporting billing and claims, and ensuring compliance with funding, aged care and NDIS requirements.

Duties include but not limited to:

- Support the onboarding of accepted referrals and service commencement administration.
- Act as the Community Care systems champion, supporting staff to use systems correctly and consistently.
- Review daily service statistics against scheduled services and follow up missing or incomplete information.
- Assist with claims processing, billing, acquittals and funder reporting
- Maintain accurate electronic and hard-copy records in line with privacy, confidentiality and funding requirements
- Contribute to continuous improvement initiatives and service quality outcomes
- Provide administrative support to the Community Care team as required.

About you:

- Experience with Aboriginal communities
- Experience working with people with intellectual and physical disabilities
- Ability to communicate with and relate to people with disabilities and their family members
- Strong administration skills with exceptional attention to detail
- Excellent communication and interpersonal skills.
- Confidence using computer systems and supporting others to use them effectively.
- An understanding of claims processing, record keeping and compliance requirements.
- Experience using My Aged Care, NDIS Portal, eTools, DEX or similar systems.

Requirements of the role:

- Certificate in Business Administration, Community Services or a related field.
- Valid National Police Clearance
- Valid NDIS Screening
- Valid Drivers Licence
- Current First Aid & CPR Certificate

Hours of work:

This position is a Part Time, 6 month contract. You will be required to work 30 hours a week, worked flexibly.

Salary and benefits:

- NES Salary, pro-rata to hours worked
- Remote allowance
- Superannuation
- Salary packaging options available
- Conferences and training courses available

If you are passionate about supporting quality service delivery and enjoy working in a fast-paced administrative environment, we'd love to hear from you. Please use the 'Apply Now' button at the bottom of the Career's page - <https://yaandina.org.au/about-us/careers/>

Yaandina is committed to providing an environment of diversity and inclusion and is a strong supporter of training and professional development. We are an Equal Employment Opportunity (EEO) employer and are committed to building a workplace culture that values diversity and inclusion. We welcome, actively support and promote the employment of Aboriginal and Torres Strait Islander people, people with disabilities, LGBTQI+, culturally and linguistically diverse (CALD) backgrounds and other diversity groups.