



# SENIOR HOME CARE ADMINISTRATION OFFICER

## Application Package

### Contact

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## SENIOR HOME CARE ADMINISTRATION OFFICER

### ABOUT THE ROLE

An opportunity exists for a dedicated and self-motivated individual to join our Corporate Services team as a Senior Home Care Administration Officer. Reporting to the Manager of Corporate Services, this position plays a crucial role in the financial administration of Home Care Packages and the Support at Home Program. The role involves managing consumer budgets, processing invoices, preparing financial reports, and ensuring compliance with aged care regulations. Additionally, the position supports document management, supplier liaison, rostering, and project proposals, contributing to the efficient delivery of home care services. There may be home visitations to facilitate successful administration of programs.

### ABOUT THE SUCCESSFUL CANDIDATE

You are a detail-oriented and organised professional with experience in finance, administration, or aged care services. You thrive in a role that requires both financial acumen and a client-focused approach. Your ability to manage consumer budgets, maintain compliance with aged care regulations, and support efficient financial operations will be essential. Strong communication and stakeholder engagement skills will enable you to collaborate with internal teams, clients, and external suppliers effectively. Your problem-solving abilities and commitment to continuous improvement will contribute to the smooth operation of the Shire's home care services.

### WHAT WE OFFER

This permanent position offers employment terms and conditions in accordance with and above the *Local Government Officers' (Western Australia) Award 2021*.

### ADDITIONAL DETAILS

The position description is available on the Shire's website [www.dowerin.wa.gov.au](http://www.dowerin.wa.gov.au), which provides an overview of the role. Confidential enquiries can be directed to Solomon Mwale, Manager of Corporate Services, on 9631 1202 or via email to [solomon.mwale@dowerin.wa.gov.au](mailto:solomon.mwale@dowerin.wa.gov.au).

### TO APPLY

Applications marked 'Private & Confidential - Senior Home Care Administration Officer' and should be submitted via email to [ceo@dowerin.wa.gov.au](mailto:ceo@dowerin.wa.gov.au) or can be posted to the Shire of Dowerin, PO Box 111, Dowerin WA 6461. Applications must be received by **4.00pm Friday 11 April 2025**. Late applications will **not** be accepted.

**Manisha Barthakur**  
**CHIEF EXECUTIVE OFFICER**

#### Please Note:

Canvassing of Councillors will disqualify. The successful applicant is required to obtain relevant police checks, pre-employment medicals and to provide evidence of all claimed qualifications prior to commencing employment

## REMUNERATION

An attractive remuneration package is offered and is to be set in accordance with the *Local Government Officers' (Western Australia) Award 2021* Level Six (6).

Classification	Level Six (6)
Hourly Rate	\$36.50 - \$39.32 dependent on experience.
Annual Salary	\$72,124.00 - \$77,696.32 dependent on experience.
Industrial Allowance	As per Local Government Officers' (WA) Award 2021.
Superannuation	11.5% as per Superannuation Contribution Guarantee.
Leave Loading	17.5%
Housing	Housing may be negotiated by the Chief Executive Officer.
Uniform Allowance	As per Shire Policy.
Gym / Pool Membership	As Per Employee Health & Wellbeing Policy.
Probation Period	3 Months.
Base Working Hours	38-hour/9 day fortnight.
Location	Shire Administration Office.

### Industrial Agreement

Employment conditions are in accordance with the *Local Government Officers' (Western Australia) Award*.

### Overtime

No overtime is payable unless you have prior approval, authorised in writing, from your supervisor.

### Annual Leave - Pro Rata

The equivalent of four-weeks annual leave per year as per the *Local Government Officers' (Western Australia) Award 2021* with an additional 17.5% leave loading.

### Personal Leave - Pro Rata

10 personal leave days per year as per *Local Government Officers' (Western Australia) Award 2021*.

### Long Service Leave

As per the Local Government Long Service Leave Regulations.

### Probation Period

A 3-month probationary period is applicable to this position. At the successful completion of this period your continuity will be recommended to the Chief Executive Officer for confirmation. The period of probation can be extended by the Manager for an additional period of no greater than 3 months.

### Website

The Shire website [www.dowerin.wa.gov.au](http://www.dowerin.wa.gov.au) contains substantial information about Dowerin and the Shire.

# POSITION DESCRIPTION

## Senior Home Care Administration Officer

Created March 2025



<b>Department</b>	Corporate Services – Home Care
<b>Award</b>	<i>Local Government Officers' (Western Australia) Award 2021</i>
<b>Level</b>	Six (6) of Local Government Officers Award 2021
<b>FTE</b>	Permanent Full Time (1 FTE)

### POSITION OBJECTIVES

The Senior Home Care Administration Officer plays a pivotal role in supporting the financial management and administrative functions associated with Home Care Packages and the Support at Home Program. This role ensures efficient processing and oversight of Home Care budgets, timely data reporting, financial reconciliations, and compliance with relevant legislation. The position works collaboratively with Homecare Team members, Finance Team, Clients, Contractors and external stakeholders to ensure optimal service delivery and compliance within the Aged Care sector.

### ORGANISATIONAL RELATIONSHIPS

<b>Reporting to:</b>	Manager of Corporate Services
<b>Liaison with:</b>	Shire Staff and Management, Community Members and Organisations, Government Departments, Stakeholders

### ORGANISATIONAL STRUCTURE

Refer to Appendix A.

# KEY RESPONSIBILITIES

## HOME CARE PACKAGE ADMINISTRATION

- Assist Homecare Coordinator with administrative tasks related to the operation of Home Care Packages and the Support at Home Program.
- Manage consumer Home Care budgets, monitoring income and expenditures throughout the life of the package to ensure financial sustainability.
- Regular home visitations to clients for review of Care plans and Packages with minimal care support.

## FINANCIAL MANAGEMENT AND REPORTING

- Liaise with the Finance Team and Home Care Coordinator in the preparation and reconciliation of monthly budgets, reports and Submission of Monthly Reports for the Home Care Program.
- Raise invoices based on consumer agreements and ensure timely follow-up of outstanding invoices.
- Monitor and report Key Performance Indicators (KPIs), escalating any issues or concerns to the Manager of Corporate Services.

## CLIENT RECORDS AND COMPLIANCE

- Ensure the safe and confidential maintenance of client records in compliance with relevant privacy and data protection legislation.
- Ensure timely and accurate collection and reporting of client data to meet internal and external reporting requirements, including compliance with the Aged Care Act 1997 and relevant amendments.

## DOCUMENT MANAGEMENT

- Ensure the accurate and prompt scanning of client and service information into the document management systems and client files.
- Develop, document, and update Work Instructions for the Home Care Program, ensuring consistency and compliance in administrative processes.

## SUPPLIER LIAISON AND PURCHASING

- Liaise with homecare coordinator, staff members and suppliers for the routine purchase and delivery of program-related supplies to support the Home Care services.

## CLIENT BILLING AND PAYMENT PROCESSING

- Generate monthly client statements and process invoices in line with organisational procedures.
- Verify and check batch processing for financial accuracy and compliance as required by the Manager of Corporate Services.

## BUDGET MONITORING

- Work closely with Case Managers to monitor and manage consumer package budgets, providing insights and support as necessary.

## PROJECT PROPOSAL AND SUPPORT

- Assist with the preparation of project proposals, funding submissions, timeframes, schedules, and budgets for new initiatives and program activities.

## ROSTERING AND STAFF SUPPORT

- Provide administrative support to homecare coordinator for rostering of Home Care staff and daily client allocations as needed.

## OTHER ADMINISTRATIVE DUTIES

- Oversee payment batches, reports, and end-of-month financial controls as advised by the Manager of Corporate Services (MCS).
- Support the Shire's administration and finance team by utilising existing knowledge to ensure that tasks such as end-of-day procedures, document verification, and other related activities are completed as requested by MCS.
- Provide administrative assistance as needed to ensure smooth and efficient financial operations.

## COMPLIANCE AND LEGAL FRAMEWORK

- Ensure that all activities are conducted within the legal framework and compliance requirements outlined by the *Aged Care Act 1997*, including oversight of financial operations as they relate to the delivery of Home Care Services.
- Ensure that all activities are conducted within the legal framework and compliance requirements outlined by Financial Management Regulations, Local Government and Council Policy.

## SELECTION CRITERIA

### ESSENTIAL

1. Demonstrated experience in administrative support for Aged Care Packages including managing consumer budgets and conducting home visits for care plan reviews.
2. Experience in budget preparation, reconciliation, and financial reporting, with the ability to raise invoices, follow up on outstanding payments.
3. Strong understanding of privacy and data protection legislation, with experience in maintaining client records and ensuring compliance with the *Aged Care Act 1997* and other relevant regulations.
4. Ability to manage and maintain accurate records in document management systems, including developing and updating administrative work instructions and procedures.
5. Ability to provide administrative support for staff rostering and daily client allocations.
6. High level of proficiency in financial systems, spreadsheets, and reporting tools.
7. Ability to manage competing deadlines and adapt to changing priorities.

### DESIRABLE

1. Qualifications in Business Administration, Aged Care or Finance.
2. Experience in Local Government or Aged Care Sectors.
3. Proficiency in Financial and Client Management Systems.
4. Knowledge of occupational health and safety practices related to financial services.

## BENEFITS

- Competitive salary and superannuation contributions.
- Professional development opportunities to support career growth.
- Flexible work arrangements promoting work-life balance.
- Inclusive and supportive workplace culture.
- Housing may be negotiated by the Chief Executive Officer.
- Local Government Officers Award Level 6 - up to \$77,696.32.

## WORK HEALTH AND SAFETY RESPONSIBILITIES

- Actively promote safety projects and participate in Injury Management Programs as required.
- Ensure workers, contractors and volunteers have a safe place of work in which to work.
- Ensure all hazards are identified, assessed, and eliminated or controlled.

## EXTENT OF AUTHORITY

- Operates under the direction of the Manager of Corporate Services.
- Internal liaison with the Shire staff and volunteers.
- External liaison with the community, contractors, government agencies, stakeholders, suppliers, and visitors.

## EMPLOYMENT CONDITIONS

- A Pre-Employment Examination.
- Current National Police Clearance Certificate is required.
- Signed declaration that the incumbent has read the Shire of Dowerin's Induction Manual and Code of Conduct prior to the commencement of work.

### CERTIFICATION

*Authorised by* Chief Executive Officer

*Signature*

*Authorised by* Manager of Corporate Services

*Signature*

*Date Reviewed* 20 March 2025

### INCUMBENT ACKNOWLEDGEMENT

*Employee*

*Signature*

*Date*



# APPLICANT NOTES

Thank you for your enquiry regarding the advertised position. These notes are provided to assist you in the preparation of your application and to help the selection panel judge your application amongst the others that will be received for the position.

## APPLICATION

Your application should include a covering letter explaining your interest in the position, a current resume detailing your qualifications, experience and attributes for the position, and the required referees. It is essential that the information you provide is clear, concise, and relevant so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience, and qualifications to successfully carry out the duties.

## REFEREES

Applicants should provide the names and contact details of **two referees** in their application. The most valuable referees will be those that can comment on work experience that is relevant to this position.

Referee details should be provided on the understanding that they may be contacted shortly after the close of applications without any prior notification to the applicant.

## OTHER DOCUMENTS

It is recommended that only copies of supporting documents be enclosed with your application to avoid loss or damage to originals. Nonetheless, the organisation may ask to sight the originals later.

## POLICE CLEARANCE

The successful applicant will be required to provide a current police clearance. Costs for this will be reimbursed by the Shire.

## PRE-EMPLOYMENT MEDICAL

The successful applicant will be required to complete a medical questionnaire and undertake a pre-employment medical examination prior to an offer of employment being confirmed. Full documentation for the requirements of the position will be given to the Medical Practitioner prior to the examination and costs are paid for by the Shire of Dowerin. Pre-existing illness will not preclude the recruitment process.

## CONTACT NUMBER

Please ensure that you provide a convenient telephone number and/or email so that you can be contacted if you are invited for an interview or there are any queries regarding your application.

## WRITTEN APPLICATIONS

The organisation is pleased to accept all applications for the position and does not favour handwritten applications over typed applications, or vice versa. All applications should be neat and legible for ease of reading by the selection panel.

## LATE APPLICATIONS

In fairness to all applicants, late applications cannot be received unless permission has been sought prior to the closing date.

## INTERVIEWS

Interviews will be held at the Shire of Dowerin Administration Office.

## CODE OF CONDUCT

Ensure professional conduct is of the highest standard in accordance with the organisation's Code of Conduct and policies as adopted and modified from time to time.

## EQUAL OPPORTUNITY

The Shire maintains an equal employment opportunity policy in assessing all applications for any advertised position and provides a smoke free work environment.



# APPENDIX A

