

**BUDDYING PROGRAM WORKBOOK – COMMUNITY**

<b>Employee's name</b>	
<b>Buddy Program Leader:</b>	
<b>Start Date of Buddy Program</b>	
<b>Finish Date of Buddy Program</b>	

<b>Employees Position / Department</b>	<input type="checkbox"/> Case Manager / Clinical Case Manager / Care Coordinator (CM) <input type="checkbox"/> Client Services Coordinator / Community Services Coordinator (CSC) <input type="checkbox"/> Community Nurse (NUR) <input type="checkbox"/> Specialist Intake Coordinator (SIC) <input type="checkbox"/> Intake Support Coordinator (ISC) <input type="checkbox"/> Dementia Respite Assistant (DRA) <input type="checkbox"/> Community Support Assistant (CSA) <input type="checkbox"/> Domestic Assistant (DA) <input type="checkbox"/> Rostering Scheduler (RS) <input type="checkbox"/> Administration Officer (AO)
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<b>Location of Work / Facility</b>	<input type="checkbox"/> Community Programs <input type="checkbox"/> DACS – Central Coast <input type="checkbox"/> DACS – New England <input type="checkbox"/> DACS – North Coast <input type="checkbox"/> DACS – Southern Highlands <input type="checkbox"/> Garden City Multi Service Centre <input type="checkbox"/> Gordon Park Multi Service Centre <input type="checkbox"/> Ipswich Multi Service Centre <input type="checkbox"/> South Coast Multi Service Centre <input type="checkbox"/> Toowoomba Multi Service Centre
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*I confirm that the orientation workbook has been completed and I am familiar with all aspects referred to herein. I am aware of my responsibilities as an employee of Alzheimer's Association of Queensland, and I hereby undertake to comply with expressed conditions to the best of my ability.*

**Employee's Signature:** \_\_\_\_\_ **Date:**                    /        /

*I confirm that the orientation workbook has been fully completed by the employee and I reviewed each section of the workbook, and I am satisfied with all answers provided by the employee.*

**Buddy Program Leader Signature:** \_\_\_\_\_ **Date:**                    /        /

## TOUR OF THE CENTRE

**Objective:** Ensuring staff are able to locate areas and items within the centre and understand their function

<input type="checkbox"/> Staff Parking / Access to Centre	<input type="checkbox"/> Wi-Fi Password
<input type="checkbox"/> COVID-19 Check-in Point / Requirements	<input type="checkbox"/> Emergency Evacuation Manual
<input type="checkbox"/> PPE Stations / location of PPE stock	<input type="checkbox"/> Emergency Evacuation Plans
<input type="checkbox"/> Living Areas	<input type="checkbox"/> Firefighting equipment / Fire Panel
<input type="checkbox"/> Bedrooms	<input type="checkbox"/> Centre Team Contact List
<input type="checkbox"/> Bathrooms	<input type="checkbox"/> Community Service Manager Office
<input type="checkbox"/> Kitchen and Dining Area	<input type="checkbox"/> Electrical Safety/Fuse Box/Safety Switch
<input type="checkbox"/> Administration / Reception <ul style="list-style-type: none"> <li>• Sign-in books - visitor/contractor &amp; clients</li> <li>• Door Security Alarm / Information</li> <li>• Phone system</li> <li>• Emergency Phone / Mobile phone</li> <li>• Client Files</li> <li>• Transport Folder</li> <li>• Medication storage</li> <li>• Photocopier / Fax / Stationary Cupboard</li> <li>• Key Cupboard</li> <li>• Safety Data Sheet Folder</li> <li>• Fire Equipment maintenance logbooks</li> <li>• Asbestos Register</li> <li>• Notice Board</li> </ul>	

## POLICIES AND PROCEDURES

**Objective:** To ensure the staff member demonstrates competence in the practical performance and theoretical understanding of the below policies

[Medication Management Policy](#)

[Falls Management Policy](#)

## COMPETENCIES

**Objective:** Ensuring staff have understanding of basic principles of medication competency and able to demonstrate this. Ensuring staff member has completed the appropriate training and education of Medication Assistance Competency in respite centre settings and/or in clients homes

I completed the required competency form, and it is attached along with this orientation workbook as a proof of completion of this module.

I consider myself to have a full understanding of the information provided.

[Assisting Clients with Medication - Respite Centres](#)

[Assisting Clients with Medication - Home Care](#)

## VISUALCARE TRAINING CHECKLIST

**Objective:** To ensure the staff member is demonstrates competence in the practical performance and theoretical understanding of the observed tasks listed below.

CM = Case Manager / Clinical Case Manager / Care Coordinator  
 CSC = Client Services Coordinator / Community Services Coordinator

NUR = Community Nurse  
 SIC = Specialist Intake Coordinator  
 ISC = Intake Support Coordinator  
 DRA = Dementia Respite Assistant

CSA = Community Support Assistant  
 DA = Domestic Assistant  
 ROS = Rostering Scheduler  
 AO = Administration Officer

Competency	CM	CSC	NUR	SIC	ISC	DRA CSA	DA	ROS	AO
<input type="checkbox"/> vWorker App guide supplied			✓			✓	✓		
<input type="checkbox"/> Able to access VisualCare / vWorker	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to locate client profile	✓	✓	✓	✓	✓			✓	✓
<input type="checkbox"/> Able to populate progress notes	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to access/enter client care plan / mobile care worker plan	✓	✓	✓	✓		✓	✓	✓	✓
<input type="checkbox"/> Able to access/enter client contact information	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to assign and complete a task	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to access/create client profile alerts	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to review/action App notes	✓	✓			✓	✓	✓	✓	✓
<input type="checkbox"/> Able to upload client photo	✓	✓		✓				✓	✓
<input type="checkbox"/> Able to view/filter staff runs on timeline	✓	✓	✓					✓	✓
<input type="checkbox"/> Able to put staff on leave/unassign visits	✓	✓	✓					✓	✓
<input type="checkbox"/> Able to process a cancellation	✓	✓	✓	✓				✓	✓
<input type="checkbox"/> Able to process client leave/suspension	✓	✓	✓					✓	✓
<input type="checkbox"/> Able to run/populate reports (e.g. exception report; signature report; staff contact list; client mailing list)	✓	✓						✓	✓

## VISUALCARE TRAINING CHECKLIST

Competency	CM	CSC	NUR	SIC	ISC	DRA CSA	DA	ROS	AO
<input type="checkbox"/> Able to create an agreement	✓	✓		✓	✓			✓	✓
<input type="checkbox"/> Able to add services to the agreement	✓	✓		✓	✓			✓	✓
<input type="checkbox"/> Able to create a roster from an agreement				✓	✓			✓	
<input type="checkbox"/> Able to roster ad hoc and ongoing services	✓	✓						✓	✓
<input type="checkbox"/> Able to check is roster has been created	✓	✓						✓	✓
<input type="checkbox"/> Able to supply/email roster to specific clients	✓	✓						✓	✓
<input type="checkbox"/> Able to apply checklist/notes to specific client service	✓	✓		✓				✓	
<input type="checkbox"/> Able to enter location services	✓	✓		✓				✓	
<input type="checkbox"/> Able to review/update location roster	✓			✓				✓	
<input type="checkbox"/> Able to review the HCP tab	✓	✓	✓	✓					✓
<input type="checkbox"/> Able to check client notes and forms/documents	✓	✓							✓
<input type="checkbox"/> Able to upload documents	✓	✓	✓					✓	✓
<input type="checkbox"/> Able to enter staff availability in VisualCare	✓	✓						✓	✓
<input type="checkbox"/> Able to enter staff leave in VisualCare	✓	✓						✓	✓
<input type="checkbox"/> Able to enter staff preference								✓	✓
<input type="checkbox"/> Able to enter staff skills	✓	✓						✓	
<input type="checkbox"/> Able to review/process timesheets	✓	✓						✓	
<input type="checkbox"/> Able to review/process location timesheets	✓							✓	
<input type="checkbox"/> Able to complete electronic forms + mobile care plan (marked visible)	✓	✓		✓	✓				
<input type="checkbox"/> Able to enter NDIS services	✓							✓	

### VISUAL CARE TRAINING CHECKLIST

Competency	CM	CSC	NUR	SIC	ISC	DRA CSA	DA	ROS	AO
<input type="checkbox"/> Able to remove services for inactive/terminated staff member								✓	
<input type="checkbox"/> Able to send out staff messages via message function	✓	✓						✓	✓
<input type="checkbox"/> Able to monitor staff via the late tile								✓	✓
<input type="checkbox"/> Able to advise staff in the system of who is allocated on call	✓							✓	✓
<input type="checkbox"/> Able to provide vWorker app training, share weblink and troubleshoot	✓	✓						✓	✓
<input type="checkbox"/> Able to log out of VisualCare / vWorker app	✓	✓	✓	✓	✓	✓	✓	✓	✓

### RISKMAN TRAINING CHECKLIST

**Objective:** To ensure the staff member is demonstrates competence in the practical performance and theoretical understanding of the observed tasks listed below.

Competency	CM	CSC	NUR	SIC	ISC	DRA CSA	DA	ROS	AO
<input type="checkbox"/> Able to access training tools on intranet	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/> Able to access Riskman	✓	✓	✓						✓
<input type="checkbox"/> Able to report incidents	✓	✓	✓			✓	✓	✓	✓
<input type="checkbox"/> Able to report hazard	✓	✓	✓			✓	✓	✓	✓
<input type="checkbox"/> Able to add follow up notes		✓							✓
<input type="checkbox"/> Able to finalise incident / hazard		✓							
<input type="checkbox"/> Able to log off Riskman	✓	✓	✓			✓	✓	✓	✓

## CASE MANAGER (QLD) CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Home Care Manager (HCM)
- Case Managers / Clinical Case Managers / Care Coordinators
- Multi Service Centre phone number and address
- On-call process and roster
- Acceptable communication techniques with staff/client/client representatives (answering the door)

### WORK PROCESSES

- Answering phones and taking messages
- Building rapport with local providers

### CLIENT PROCESSES

- Building relationships with clients and their families
- Supporting clients with their support needs
- Preparing a support plan for new clients
- Providing a budget to new clients and keeping them up to date with changes occurring
- Providing welcome pack, sign up pack
- Planning and coordinating clients' support needs to all workers
- Assessing the care of each client
- Developing and implementing care plans
- Monitoring and reviewing care plans
- Facilitating a review of the care plans
- Reviewing and actioning progress notes
- Liaising with clients and their families about changes in needs, health, function
- Executing and monitoring contingency of budgets
- Facilitating referrals, admissions, and departures of service
- Completing fortnightly welfare checks
- Accepting and processing client invoices
- Monitoring incidents

### STAFF MANAGEMENT

- Daily management of staff members
- Supporting the fortnightly timesheet completion and sign off
- Interviewing new applicants

## CASE MANAGER (QLD) CHECKLIST

- Orientation New Starters
- Assisting with bi-monthly staff meetings
- Completing staff probation check-ins
- Completing annual development plans with staff members
- Managing staff performance

### MAC PORTAL MANAGEMENT

- Accessing MAC portal
- Uploading documents
- Adding notes
- Completing tasks
- Accepting referrals
- Supporting plans and details
- Requesting a review

### INDEPENDENCE ORDERS

- Shared account
- Login details
- Client details
- CC limits
- Placing orders

### MOVING ON AUDIT (MOA)

- Completing end of month MOAs
- Handing information back to Administration

## CASE MANAGER (NSW) AND CARE COORDINATOR CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Home Care Manager (HCM)
- Case Managers / Clinical Case Managers / Care Coordinators
- Multi Service Centre phone number and address
- On-call process and roster
- Acceptable communication techniques with staff/client/client representatives (answering the door)

### WORK PROCESSES

- Answering phones and taking messages
- Building rapport with local providers

### CLIENT PROCESSES

- Building relationships with clients and their families
- Supporting clients with their support needs
- Preparing a support plan for new clients
- Providing a budget to new clients and keeping them up to date with changes occurring
- Providing welcome pack, sign up pack
- Planning and coordinating clients' support needs to all workers
- Assessing the care of each client
- Developing and implementing care plans
- Monitoring and reviewing care plans
- Facilitating a review of the care plans
- Reviewing and actioning progress notes
- Liaising with clients and their families about changes in needs, health, function
- Executing and monitoring contingency of budgets
- Facilitating referrals, admissions, and departures of service
- Completing fortnightly welfare checks
- Accepting and processing client invoices
- Monitoring incidents

### MAC PORTAL MANAGEMENT

- Accessing MAC portal
- Uploading documents
- Adding notes
- Completing tasks
- Accepting referrals



## CASE MANAGER (NSW) AND CARE COORDINATOR CHECKLIST

Supporting plans and details

Requesting a review

### INDEPENDENCE ORDERS

Shared account

Login details

Client details

CC limits

Placing orders

### MOVING ON AUDIT (MOA)

Completing end of month MOAs

Handing information back to Administration

## CLIENT SERVICES COORDINATOR / COMMUNITY SERVICES COORDINATOR CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Co-Ordinator (CSC)
- Client Services Coordinator (CSC)
- Multi Service Centre phone number and address
- On-call process

### MULTI SERVICE CENTRE PROCESSES

- Alarming and dis-alarming building
- Answering phones and taking messages
- Acceptable communication techniques with staff/client/client representatives (answering the door)
- Opening centre duties
- Closing centre duties

### CLIENT PROCESSES

- Building relationships with clients and their families
- Coordination of respite services
- Providing management support of the centre when Community Services Manager is on leave
- Assisting with coordination and scheduling of clients
- Assisting with management and support all staff in delivery of care services
- Assisting with orientation of new staff
- Assisting with interviewing of applicants
- Assisting with staff management in Community Service's Manager's absence
- Updating staff on new clients or any changes to current clients
- Inputting all service delivery outputs in the Client Management system
- Assisting Community Services Manager with required reports and budgeting requirements
- Completing client assessments
- Following through on client assessments after initial visit from the Community Services Manager
- Completing client documentation / care plan
- Managing and maintaining client records and associated paperwork
- Assisting with orientation of new clients into the centres
- Managing enquiries from clients and families
- Completing client assessments
- Assisting to assess clients' needs, preferences, abilities
- Assessing, coordinating, and planning activity programs to all clients of the service

## CLIENT SERVICES COORDINATOR / COMMUNITY SERVICES COORDINATOR CHECKLIST

- Developing and planning weekly activity program for clients
- Informing clients, staff, and others of proposed activities
- Mentoring and guiding staff to support the clients to actively participate in activities
- Participating in the evaluation and review of the programs including client outcomes and engagement levels
- Liaising with community agencies, groups, and other relevant organisation
- Maintaining daily records of activities / programs and outings
- Provide monthly report to Community Services Manager on activities and programs

## COMMUNITY NURSE CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

Home Care Manager (HCM)

Senior Care Coordinators (SCC)

On-call process

### WORK PROCESSES

Providing nursing care to clients

Completing initial assessment of clients

Developing clinical care plans

Monitoring and reviewing care plans

Evaluating progress of client care

Re-assessing clients clinical needs

Reporting clinical concerns or client condition

Liaising with families about clinical need changes or concerns

Assisting the department to ensure service meets all accreditation standards

Providing clinical training to new (e.g. medication competency; infection control)

Assisting with clinical competency assessments of staff members to maintain staff compliance

Providing presentation on range of clinical topics within the organisation

Addressing clinical enquiries arising in the team

## SPECIALIST INTAKE COORDINATOR CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

Community Services Manager (CSM) / Home Care Manager

Client Services Coordinator (CSC) / Senior Care Coordinators (SCC)

Multi Service Centre phone number and address

On-call process

### MULTI SERVICE CENTRE PROCESSES

Meet and greet with potential consumers

Providing welcome pack to new consumers

Providing information around funding to consumers

Selling and upselling services to consumers

Completing all required documentation for consumers to commence with the organisation

Uploading documents to VisualCare

Completing care plan and scheduling requests

Completing one month review / check-in with new consumers

Providing handover to Client Services Coordinator and Senior Care Coordinator

Supporting Client Services Coordinator and Senior Care Coordinator

## INTAKE SUPPORT COORDINATOR CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Manager (CSM) / Home Care Manager
- Client Services Coordinator (CSC) / Senior Care Coordinators (SCC)
- Multi Service Centre phone number and address
- On-call process

### MULTI SERVICE CENTRE PROCESSES

- Monitoring MAC portal for new referrals
- Managing all outlets of MAC portal
- Managing all enquiries related to services
- Actioning all new referrals
- Booking in meet and greets in with Intake Support Coordinator, Client Services Coordinator and Community Services Manager
- Managing outlook calendar for bookings
- Monitoring Intake Support Coordinator, Client Services Coordinator and Community Services Manager's calendars
- Reporting when portals are full
- Monitoring new assigned Home Care packages
- Monitoring awaiting packages
- Liaising with consumers / clients to upsell Home Care Services
- Completing discharge process
- Managing Allied Health bookings
- Managing Allied Health referrals
- Managing Allied Health service agreements
- Sending out information packs to Allied Health clients to upsell other services
- Assisting with audits as required

## DEMENTIA RESPITE ASSISTANT CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Manager (CSM)
- Client Services Coordinator (CSC)
- Multi Service Centre phone number and address
- On-call process

### MULTI SERVICE CENTRE PROCESSES

- Alarming and dis-alarming building
- Answering phones and taking messages
- Acceptable communication techniques with staff/client/client representatives (answering the door)
- Opening centre duties
- Handover procedure and communication books
- Client Folder
- Medication Cupboard
- Duty allocation list
- Filling in the day sheets and preparing for outings
- Setting up and hosting activities in the centre
- Night shift duties
- Completing client belongings list
- Completing shopping lists and ordering groceries
- Preparing equipment for outings
- Individual duties of each house – e.g. cooking etc
- Location and use of iPads
- Laundry duties
- Multi Service Centre cleaning list
- Closing centre duties

### EMPLOYEMENT RELATED PROCESSES

- Submitting timesheets
- Submitting leave application
- Submitting / amending availability and rosters

### TRANSPORTING AND VEHICLE RELATED PROCESSES

- Using Motor Charge Card / Fuelling vehicles up
- Vehicle logbooks, folders, and transport cards
- Reporting vehicle damages

## DEMENTIA RESPITE ASSISTANT CHECKLIST

Using taxi vouchers

### DIRECT CLIENT PROCESSES

Delivering direct care services as detailed in the Care Plan

Providing assistance with activities of daily living – e.g. personal care; community access, domestic assistance

Reporting / documenting changes in behaviour, wellbeing, function ability, unusual actions

Running late to a scheduled visit

Client signing services

Progress notes

Replenishing stock process

### HOME AND DOMESTIC ASSISTANCE

Dishwashing

Sweeping / vacuuming / mopping floors

Dusting

Changing bed linen

Washing, drying, ironing and folding clothes and linen

Cleaning kitchen – including bench tops; stove tops; pantry; cupboards and refrigerators

Washing walls and windows

Unaccompanied shopping

Meal preparation

Social Support

Pet sanitation



## COMMUNITY SUPPORT ASSISTANT CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

Home Care Manager

Senior Care Coordinators (SCC)

On-call process

### EMPLOYEMENT RELATED PROCESSES

Submitting timesheets

Submitting leave application

Submitting / amending availability and rosters

### TRANSPORTING AND VEHICLE RELATED PROCESSES

Using Motor Charge Card / Fuelling vehicles up

Vehicle logbooks, folders, and transport cards

Reporting vehicle damages

Using taxi vouchers

### DIRECT CLIENT PROCESSES

Handover procedure and communication books

Client Folder

Medication Assistance

Understanding Care Plans and included duties

Setting up for activities in the centre as per care plan

Delivering direct care services as detailed in the Care Plan

Providing assistance with activities of daily living – e.g. personal care; community access, domestic assistance

Reporting / documenting changes in behaviour, wellbeing, function ability, unusual actions

Running late to a scheduled visit

Client signing services

Progress notes

Replenishing stock process

### HOME AND DOMESTIC ASSISTANCE

Dishwashing

Sweeping / vacuuming / mopping floors

Dusting

Changing bed linen

Washing, drying, ironing and folding clothes and linen

Cleaning kitchen – including bench tops; stove tops; pantry; cupboards and refrigerators

## COMMUNITY SUPPORT ASSISTANT CHECKLIST

Washing walls and windows

Unaccompanied shopping

Meal preparation

Social Support

Pet sanitation

## DOMESTIC ASSISTANT CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Manager (CSM) / Home Care Manager
- Client Services Coordinator (CSC) / Senior Care Coordinators (SCC)
- Multi Service Centre phone number and address
- On-call process

### MULTI SERVICE CENTRE PROCESSES

- Alarming and dis-alarming building
- Answering phones and taking messages
- Acceptable communication techniques with staff/client/client representatives (answering the door)
- Opening centre duties
- Closing centre duties

### EMPLOYEMENT RELATED PROCESSES

- Submitting timesheets
- Submitting leave application
- Submitting / amending availability and rosters

### TRANSPORTING AND VEHICLE RELATED PROCESSES

- Using Motor Charge Card / Fuelling vehicles up
- Vehicle logbooks, folders, and transport cards
- Reporting vehicle damages
- Using taxi vouchers

### CLIENT PROCESSES

- Handover procedure and communication books
- Client Folder
- Non-response to a client visit
- Running late to a scheduled visit
- Client signing services
- Progress notes
- Replenishing stock process

### HOME AND DOMESTIC ASSISTANCE

- Dishwashing
- Sweeping / vacuuming / mopping floors
- Dusting
- Changing bed linen

## DOMESTIC ASSISTANT CHECKLIST

- |   |
|---|
| <input type="checkbox"/> Washing, drying, ironing and folding clothes and linen                                   |
| <input type="checkbox"/> Cleaning kitchen – including bench tops; stove tops; pantry; cupboards and refrigerators |
| <input type="checkbox"/> Washing walls and windows  |
| <input type="checkbox"/> Unaccompanied shopping   |
| <input type="checkbox"/> Meal preparation   |
| <input type="checkbox"/> Social Support   |
| <input type="checkbox"/> Pet sanitation   |

## SCHEDULER CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Manager (CSM) / Home Care Manager
- Client Services Coordinator (CSC) / Senior Care Coordinators (SCC)

### WORK PROCESSES

- Managing daily confirmations
- Managing daily sick calls from staff members
- Distributing daily coverage correspondence
- Completing allocation checks daily
- Actioning cancelled services including advising affected staff member(s)
- Rostering for all regions
- Managing on call coverage of CSA staff
- Completing weekly approvals of services and confirmation email to Accounts and Admin Officer
- Actioning scheduling requests received for newly admitted clients
- Phoning new clients to confirming service day/time
- Processing new staff members' availability and staff/consumer compatibility
- Organising buddy shifts of new staff members
- Actioning change of availability of current staff members
- Advising staff via email who is allocated on call (email and VisualCare)
- Managing approved planned leave and covering all required services
- Maintaining booking lists
- Processing fortnightly timesheets

### OFFICE PROCESSES

- Diverting phones
- Schedulers Mobile password / access provided
- Locating staff contact details
- Locating list of staff working across regions
- Contact details for VisualCare helpdesk is provided
- Managing incoming phone calls
- Monitoring shared scheduling inbox

## ADMINISTRATION CHECKLIST

**Objective:** To ensure the staff member is familiar with the procedures and responsibilities related to their role

### MANAGER / CENTRE / OFFICE CONTACT DETAILS

- Community Services Manager (CSM) / Home Care Manager
- Client Services Coordinator (CSC) / Senior Care Coordinators (SCC)
- Multi Service Centre phone number and address
- On-call process

### MULTI SERVICE CENTRE PROCESSES

- Alarming and dis-alarming building
- Answering phones and taking messages, transferring phone calls; retrieving messages
- Acceptable communication techniques with staff/client/client representatives (answering the door)
- Opening centre duties
- Closing centre duties
- Able to complete COVID-19 screening process at the door for clients, visitors, staff
- Able to manage duty allocation list

### WORK PROCESSES

- Email correspondence management
- Completing purchase orders – e.g. office works, catering
- Completing online Woolworths ordering process
- Completing PPE stocktake and ordering
- Completing wellness checks
- Assisting with Moving on Audit – e.g. providing documents and data
- Assisting / completing fortnightly staff timesheets
- Taking photos of new starters and supply to HR for ID cards
- Assisting with orientation of new staff members
- Assisting with bi-monthly staff meetings
- Running staff competency compliance reports and maintaining centre compliance
- Providing onsite support for users of databases; latest forms and templates
- Maintaining relevant databases including client management system; HRIS system and education and compliance documentation
- Ensuring all client files are maintained and up to date
- Maintaining transport folders
- Managing maintenance register – including booking maintenance requests in and recording in register
- Maintaining RCD safety switch register
- Completing Riskman entries and/or compliments

## ADMINISTRATION CHECKLIST

- Invoice processing
- Reconciling petty cash
- Administering meetings including creating agenda, taking meeting minutes, preparing meeting material
- Keeping internal phone list up to date
- Managing 6 monthly client health summaries
- Mail collection and distribution
- Ensuring Safety Data Sheets are collated and up to date
- Archiving