


## POSITION DESCRIPTION

### POSITION DETAILS

|                 |   |   |                           |
|-----------------|---|---|---------------------------|
| Position Title: | Intake and Administration Officer - North               |   |                           |
| Agreement:      | The District Nursing Service Non-Nursing Agreement 2020 |   |                           |
| Approved By:    | Benjamin Jardine  |  | Approved Date: 11/09/2025 |

### POSITION OBJECTIVE

At The District Nurses, we believe in care that comes from lived wisdom—supporting Tasmanians to live well, with dignity, independence, and community connection.

The Intake and Administration Officer plays a vital role in bringing this purpose to life. As the first point of contact for many prospective clients, this role ensures that every enquiry is met with warmth, clarity, and professionalism. The Intake and Administration Officer is responsible for triaging enquiries, coordinating referral intake, conducting initial assessments, and ensuring timely handover to the appropriate teams—laying the foundation for a positive and empowering client experience.

This role also supports the administrative coordination of our Northern office, serving as a key connector between regional teams and ensuring smooth day-to-day operations. By managing data input, liaising with staff, and maintaining efficient workflows, the Intake and Administration Officer helps ensure that our services are delivered with care, consistency, and responsiveness.

Above all, this role is about making people feel heard, supported, and confident in their journey with TDN—from the first phone call to the first service appointment and beyond.

### POSITION RESPONSIBILITIES

| Key Work Activities | Work Performance Requirements  |
|---------------------|--|
| Intake and Referral | <ul style="list-style-type: none"> <li>Manage the day-to-day activities associated with the referral management systems, including the My Aged Care Portal, Tasmanian Community Care Referral Service, general referral process such as email inbox, phone calls and other enquiries.</li> <li>Respond to referrals, initiate contact with the clients/and or carers being referred and/or referred to complete the first stage assessment process and risk assessments.</li> <li>Registering clients, creating electronic files, and uploading referral information to TDN's client management system.</li> </ul> |
| Customer Service    | <ul style="list-style-type: none"> <li>Liaising with potential clients and/or their nominated support person for the purposes of onboarding to our services, and converting queries into referrals</li> <li>Establishing positive relationships with prospective clients, as well as with new and ongoing referring providers.</li> <li>Provide an overview of programs, funding agreements and TDN services to potential clients.</li> <li>Liaise with relevant staff regarding acceptance and allocation.</li> </ul>   |
| Document Management | <ul style="list-style-type: none"> <li>Input, and maintenance of, accurate documentation in the client relationship management (CRM) system</li> </ul>   |

|                       |   |
|-----------------------|---|
|                       | <ul style="list-style-type: none"> <li>Ensuring all required document is received and processed as per the Intake Work Instructions</li> </ul>  |
| Administration Duties | <ul style="list-style-type: none"> <li>Serve as the primary point of contact between regional offices, supporting consistent communication and collaboration.</li> <li>Coordinate day-to-day office requirements including liaising with maintenance staff and escalating site issues to the correct area of the organisation.</li> <li>Undertake general administrative tasks such as filing, photocopying, and preparing routine correspondence and mail-outs for TDN.</li> <li>Deliver professional and compassionate customer service by answering calls, greeting visitors, and triaging enquiries.</li> </ul> |
| Quality               | <ul style="list-style-type: none"> <li>Report any concerns regarding client deterioration.</li> <li>Use relevant systems to collect data and meet contractual reporting requirements.</li> <li>Actively contribute to Continuous Improvement initiatives</li> <li>Report any incidents/hazards and near misses identified and correct any minor hazards.</li> <li>Actively contribute to the development of a culture consistent with the values of TDN.</li> </ul>   |
| Additional Duties     | <ul style="list-style-type: none"> <li>Attend and participate in organisational training as required.</li> <li>Any other duties as directed by Management.</li> </ul>   |

#### ORGANISATIONAL RELATIONSHIPS

|                                 |  |
|---------------------------------|--|
| Reports To:                     | TBC  |
| Supervises:                     | Nil Reports  |
| Key Working Relationships with: | Support at Home Team, and the Administration & Scheduling Team |

#### QUALIFICATIONS AND COMPETENCIES

|                         |  |
|-------------------------|--|
| ESSENTIAL REQUIREMENTS: | <ul style="list-style-type: none"> <li>National Police Check</li> <li>Working with Vulnerable People/Children Check (Employment registration)</li> </ul> |
| DESIRABLE REQUIREMENTS: | <ul style="list-style-type: none"> <li>Previous experience in an administration role</li> </ul>  |

#### SELECTION CRITERIA

1. A high level of professionalism with the ability to provide exceptional customer service.
2. Highly efficient and organised with exceptional time management skills.
3. Exceptional interpersonal skills, combined with excellent verbal, and written communication skills,
4. Strong computer literacy, superficially in client management systems and word-based software (eg. Word, Excel, Outlook).
5. Ability to work independently as well as within a team environment.
6. Proven experience in building relationships with clients, colleagues, and stakeholders
7. Self-motivated and outcome orientated, with the capacity to deal with multiple and, at times, conflicting priorities.

## EMPLOYEE DECLARATION

In signing this declaration I acknowledge that I, \_\_\_\_\_  
have been advised of the requirements and conditions of this appointment based on this Position Description.

Signature

Date