

Employment

# Position Description

<b>Position:</b>	Administration Assistant – Residential
<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Tertiary qualification in Office Administration and/or relevant experience in administration highly regarded however now essential.

## Position Objective(s)

This position is the first point of contact for all resident related queries and provides a welcoming, friendly and professional administrative services.

This position plays a key role in supporting the Unit Team with key administration functions, including rosters, resident files, liaising with resident family members, organisational monthly reporting and other general administrative duties as required.

## Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “nine pillars” have been identified.

### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

### **Yes Culture**

We always start with 'yes' in every deliberation.

### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

### **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

### **Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

### **Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

## Key Responsibilities and Duties

- Provide a welcoming, friendly and professional first impression for the Resident care facility
- Maintain confidentiality around all matters at all times
- Provide general administrative support to the Resident Team including:
  - Rosters
  - resident admissions and discharges
  - liaising with resident family members
  - organisational monthly reporting
  - Meeting minutes / compilation and distribution
  - Other general administrative duties as required
- Maintain an accurate and effective filing system for all resident files
- Provide administrative support as required throughout the day-to-day operation of the residential units. Communicate with staff, volunteers and managers to ensure relevant documentation
- Maintain accurate records of resident movements (e.g. attendance and return of residents to and from appointments)
- Monitor and maintain all residential compliance data bases (e.g. for Medicare, Taxi Cards, vaccinations bank details etc.)
- Ensure supplies of stationary and other office supplies are maintained and order supplies as necessary. Follow up progress of invoices, orders or payments to ensure action occurs within the required timeframes.
- Provide administration support to student workforce as required
- Reporting: Prepare statistical reports and summaries. Input accurate data for reporting requirements within reporting time frames

- Conduct archiving tasks relating to the residential files of residents
- Provide administrative support to the Nurse Unit Managers
- Perform any other duties to ensure the efficient operation of the Residential Unit
- Liaise with other Resident Care administrative staff to assist with rostering when required

## Organisational Relationships

- Reports to:** Nurse Unit Manager
- Supervises:** Nil
- Internal Contacts:** All Lyndoch staff, volunteers, consumers, families and carers
- External Contacts:** Members of the public, contractors and suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated ability to provide consistent friendly, professional and confidential customer service to all stakeholders
- Exceptional written and verbal communication skills
- Knowledge and experience with Microsoft applications (in particular Excel and Word)
- Advanced administrative skills demonstrating an attention to detail
- Ability to prioritise and complete tasks in an agreed timeframe
- Ability to work co-operatively with colleagues regarding administration support
- Capability to follow established procedures and perform tasks at a high standard
- Communicate with colleagues and key stakeholders to resolve problems and offer solutions
- Ability to work independently, show initiative and work productively within the team environment
- Open to change initiatives and demonstrate a positive attitude to organisational innovation and change
- Have an understanding of the Aged Care Quality Standards, and be involved in continuous improvement

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Commitment to demonstrating the values of The Lyndoch Way in everything you do
- Show initiative through willingness to provide ad-hoc administrative support to the broader Residential team as required.

- A focus to ensure a high level of accuracy of work is maintained whilst working within tight timeframes is essential
- A strong customer service ethos and commitment to quality and continuous improvement
- Capacity to interact empathetically with staff and consumers and communicate effectively
- Provide services that respect individual rights and the needs of all customers
- Capability to work well autonomously and in a team environment, and to show initiative as appropriate
- Ability to seek and take direction
- Ability to apply discretion and escalate matters in a timely manner to the appropriate person
- Apply confidentially at all times

## General

- Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures
- Participate in quality activities within the work area to improve the efficiency of the Department
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by:            Acting Director of Nursing  
 Date:                        July 2022