

General Information			
Position title	on title First Impressions Receptionist		
Enterprise Agreement / Modern Award	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025		
Classification	As Per Enterprise Agreement		
Status	As per Contract of Employment		
Qualifications	Formal qualification in Office Administration and/or relevant experience in administration		
Primary Location	Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.		
Reports to	Residential Intake & Admissions Coordinator		
Direct Reports	Not Applicable		
Key Internal Contacts	All Lyndoch Staff, Consumers (Residents), Families		
Key External Contacts	Members of the Public, Contractors, Suppliers, Health Professionals		
Infection Control Risk	Category A - Direct patient contact		
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. Our Values

Our Values represent how we conduct ourselves to support a positive workplace culture and achieve our strategic direction. Our Values are Respect, Care, Trust, Safety and Inclusion.

**Position Overview** 

To provide professional, welcoming and friendly reception and administration services to Management, Staff, Consumers, Clients, Contractors and members of the public in a manner which reflects Lyndoch Living as a professional, customer focused organization.



Key Responsibilities and Key Performance Indicators (KPIs)				
Key Responsibilities	Key Performance Indicators (KPIs)			
Provide excellence in consumer/customer care	100% compliance in the			
Understand and respect the sensitivity and dignity required to walongside vulnerable people within the community, particularly the within aged care.				
<ul> <li>Provide a welcoming and professional first impression for Lyndoch Living</li> <li>Ensure the daily operations of the site's main reception are delive efficiently and professionally both in person and by telephone.</li> <li>Provide directions to staff, consumers and visitors to various areas of facility as required.</li> <li>Provide announcements over the Public Address System as required relation to activities and emergency situations throughout facility.</li> <li>Manage incoming mail distribution and prepare outgoing mail collection.</li> <li>Undertake basic monetary transactions.</li> <li>Assist with COVID-19 Screening desk operations when required.</li> </ul>	red and actioned the Commitment and ability to carry out Lyndoch Living d in Values.			
Ensure compliance with all relevant standards and legislation Maintain a record of onsite visitors	Upon request, 100% documentation completed			
<ul> <li>To maintain accurate recording and collation of resident statist information.</li> <li>Ensure address book and staff directories are updated as required</li> </ul>				
	100% compliance in the maintaining of Staff, Contractor and Resident confidentiality			



Key Responsibilities       Key Performance Indicators (KPIs)         Quality Improvement and Risk Management       100% compliance with Infection Control processes         > Compliance in ensuring the completion and appropriate follow-up and remedy of incident reports (Riskman) within a timely manner.       100% of incident Reports (Riskman) completed within 48 hours         Actively participate in professional development in order to deliver best practice       100% of education modules allocated by the organisation.         > Participate, as directed, in the employee Support and Growth Plan.       Support and Growth Plan in place         Occupational Health & Safety       Support and Growth Plan.         > Follow Lyndoch Living's Health and safety polices, procedure, workplace instructions and conduct of conduct       Zero workplace injuries         > Cooperate with your Manager/Supervisor in respect to actions taken by Lyndoch Living to comply with the requirements to provide a workplace that is safe and without risks to health       200% compliance with PPE requirements         > Correctly wear and maintain items of personal protective clothing and equipment that are provided       Resident satisfaction survey results         > Participate in health and affety raining programs as required       Resident satisfaction survey results         > Correctly wear and maintain items of personal protective clothing and equipment that are provided       Resident satisfaction survey results         > Participate in health and affety training programs as required       Previous (Respect, Care, Trust, Sa	Key Responsibi	lities and Key Performance Indicators (KPIs)			
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Manager/Supervision       >         Be familiar with and follow emergency procedures and directions       >         Participate in health and safety training programs as required          Organisational Values       Resident satisfaction survey results         All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion)       Resident satisfaction survey results         Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders       Employee Engagement Survey Results         Resident Criteria          Qualifications       >         Previous       >         Previous relevant experience       >         Skills and knowledge       >         Excellent communication and interpersonal skills including a proven ability to assist a diverse range of people empathically and effectively       Essential         Storing attention to detail and ability to seek or take direction as       Essential					
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<ul> <li>Role model the organisational Values</li> <li>Key Selection Criteria</li> <li>Qualifications</li> <li>Formal qualification in Office Administration and/or</li> <li>Essential</li> <li>Previous</li> <li>Previous relevant experience in administration</li> <li>Essential</li> <li>Skills and knowledge</li> <li>Excellent communication and interpersonal skills including a proven ability to assist a diverse range of people empathically and effectively</li> <li>Strong attention to detail and ability to seek or take direction as</li> </ul>	-			Lingugement ourvey	
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Strong attention to detail and ability to seek or take direction as Essential					
		Strong attention to detail and ability to seek or take direction as		Essential	
Strong ability to work autonomously or within a team environment Essential				Essential	

## **Position Description**



	Understand the importance of the "First Impressions Receptionist" and how it reflects on the organization.	Essential
[	Ability to prioritise and complete tasks within agreed timeframes	Essential
	Proficient knowledge and experience with Microsoft Applications, in particular word and excel	Essential

## Agreement

This position description is designed to reflect the inherent requirements and expectations of this position. The information and statements in this position description are intended to reflect a general overview of the responsibilities and not to be interpreted as being all-inclusive. Appointment to this position is conditional upon the successful candidate being fully able to perform the inherent requirements of this position.

Section 41 of the *Workplace Injury Rehabilitation and Compensation Act* (as amended), requires disclosure to your employer of any pre-existing injuries or disease that you have suffered, or existing injuries or disease that you continue to suffer of, which you are aware and could reasonably be expected to foresee, and could be affected by the nature of the proposed employment referred to above.

In relation to workers compensation, I understand that I may be ineligible to apply for WorkCover for any, reoccurrence, exacerbation, deterioration or aggravation to a pre-existing injury or disease.

I acknowledge that failure to disclose the information or provide false and misleading information may dis-entitle me to compensation, pursuant to the *Workplace Injury Rehabilitation and Compensation Act 2013* (WorkCover) should I suffer any reoccurrence, aggravation, acerbation, exacerbation or deterioration of a pre-existing injury, illness or disease arising from employment with Lyndoch Living.

I have read and understood the requirements and expectations outlined in this Position Description. I agree I have the physical and cognitive ability to fulfil the inherent requirements of the position and accept my role in fulfilling the requirements and expectations of this position.

Name (Please print):

Signature:

Date:

## Authorisation

Authorised by (position title): Acting Director of Nursing

Review and authorisation date: July 2023