

# Position Description



| <b>General Information</b>  |  |
|---|--|
| <b>Position title</b>   | First Impressions Receptionist   |
| <b>Enterprise Agreement / Modern 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>   | Formal qualification in Office Administration and/or relevant experience in administration   |
| <b>Primary Location</b>   | Warrnambool – This position may be required to work across organisational areas and locations dependent on operational requirements.                 |
| <b>Reports to</b>   | Residential Intake & Admissions Coordinator  |
| <b>Direct Reports</b>   | Not Applicable   |
| <b>Key Internal Contacts</b>  | All Lyndoch Staff, Consumers (Residents), Families   |
| <b>Key External Contacts</b>  | Members of the Public, Contractors, Suppliers, Health Professionals  |
| <b>Infection Control Risk</b>   | Category A - Direct patient contact  |
| <b>Lyndoch Living Vision</b>  |  |
| 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.                             |  |
| <b>Our Values</b>   |  |
| 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.   |  |
| <b>Position Overview</b>  |  |
| 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. |  |

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| Key Responsibilities and Key Performance Indicators (KPIs)  |   |
|---|---|
| Key Responsibilities  | Key Performance Indicators (KPIs)   |
| <p><u>Provide excellence in consumer/customer care</u></p> <ul style="list-style-type: none"> <li>➤ Understand and respect the sensitivity and dignity required to work alongside vulnerable people within the community, particularly those within aged care.</li> <li>➤ Provide a welcoming and professional first impression for Lyndoch Living.</li> <li>➤ Ensure the daily operations of the site's main reception are delivered efficiently and professionally both in person and by telephone.</li> <li>➤ Provide directions to staff, consumers and visitors to various areas of the facility as required.</li> <li>➤ Provide announcements over the Public Address System as required in relation to activities and emergency situations throughout facility.</li> <li>➤ Manage incoming mail distribution and prepare outgoing mail for collection.</li> <li>➤ Undertake basic monetary transactions.</li> <li>➤ Assist with COVID-19 Screening desk operations when required.</li> </ul> | <p>100% compliance in the participation and completion of online training modules</p> <p>100% all feedback is reviewed and actioned</p> <p>Commitment and ability to carry out Lyndoch Living Values.</p> |
| <p><u>Ensure compliance with all relevant standards and legislation</u></p> <ul style="list-style-type: none"> <li>➤ Maintain a record of onsite visitors</li> <li>➤ To maintain accurate recording and collation of resident statistical information.</li> <li>➤ Ensure address book and staff directories are updated as required</li> </ul>  | <p>Upon request, 100% documentation completed and submitted to relevant body</p> <p>100% compliance in the maintaining of Staff, Contractor and Resident confidentiality</p>                              |

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| Key Responsibilities and Key Performance Indicators (KPIs)  |  |  |
|---|--|--|
| Key Responsibilities  |  | Key Performance Indicators (KPIs)  |
| <u>Quality Improvement and Risk Management</u> <ul style="list-style-type: none"> <li>➤ Compliance with Infection Control processes</li> <li>➤ Compliance in ensuring the completion and appropriate follow-up and remedy of incident reports (Riskman) within a timely manner.</li> </ul>  |  | 100% compliance with Infection Control processes<br><br>100% of Incident Reports (Riskman) completed within 48 hours |
| <u>Actively participate in professional development in order to deliver best practice</u> <ul style="list-style-type: none"> <li>➤ Complete annual education modules allocated by the organisation.</li> <li>➤ Participate, as directed, in the employee Support and Growth Plan.</li> </ul>  |  | 100% of education modules completed annually<br><br>Support and Growth Plan in place                                 |
| <u>Occupational Health &amp; Safety</u> <ul style="list-style-type: none"> <li>➤ Follow Lyndoch Living’s Health and safety polices, procedure, workplace instructions and conduct of conduct</li> <li>➤ Take reasonable care for your own health and safety and for the health and safety of anyone else that may be affected by your actions or omissions, whilst at work</li> <li>➤ Co-operate 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</li> <li>➤ Correctly wear and maintain items of personal protective clothing and equipment that are provided</li> <li>➤ Immediately report any incidents within the workplace to your Manager/Supervision</li> <li>➤ Be familiar with and follow emergency procedures and directions</li> <li>➤ Participate in health and safety training programs as required</li> </ul> |  | Zero workplace injuries<br><br>100% compliance with PPE requirements   |
| <u>Organisational Values</u> <ul style="list-style-type: none"> <li>➤ All employees are expected to work in accordance with the organisational Values (Respect, Care, Trust, Safety, Inclusion)</li> <li>➤ Contribute to creating a culture that values the contributions of employees, consumers and other stakeholders</li> <li>➤ Role model the organisational Values</li> </ul>   |  | Resident satisfaction survey results<br><br>Employee Engagement Survey Results                                       |
| Key Selection Criteria  |  |  |
| Qualifications  | ➤ Formal qualification in Office Administration and/or   | Essential  |
| Previous experience   | ➤ Previous relevant experience in administration   | Essential  |
| Skills and knowledge  | ➤ Excellent communication and interpersonal skills including a proven ability to assist a diverse range of people empathically and effectively | Essential  |
|   | ➤ Strong attention to detail and ability to seek or take direction as needed   | Essential  |
|   | ➤ Strong ability to work autonomously or within a team environment   | Essential  |

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|  | ➤ 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