

Administration Assistant

Introduction

This is the position description for the Administration Assistant.

- Introduction
- Scope
- Definitions
- Policy
 - Role Description
 - Reporting Relationship
 - Qualifications & Experience
 - Key Duties and Responsibilities - Administration & Operational
 - Key Duties and Responsibilities - Resident Management
 - Key Duties and Responsibilities - Finance
 - Key Duties and Responsibilities - People & Culture
 - Selection Criteria
 - Mission, Vision and Values
 - Professional Conduct
 - Workplace Health & Safety
 - Quality Improvement
 - Ongoing Education & Development
- References/Resources

Scope

This position description applies to the Administration Assistant.

Definitions

Not Applicable.

Policy

Role Description

The Administration Assistant provides general administrative support to both the General Manager and facility. The position has direct responsibility for managing general office administration, reception, rostering, and associated support services. The Administration Assistant is responsible for liaising with employees, contractors, volunteers, visitors, residents, and their families at the facility.

Reporting Relationship

On a day to day basis this position shall report to the General Manager.

Indirect reports shall include other organisational management representatives.

Qualifications & Experience

Essential:

- Minimum Certificate of Education or it's equivalent or demonstrated workforce experience.
- Knowledge and experience of office procedures.
- High-level customer service skills.
- Advanced computer and word processing skills.
- Cash handling and banking experience.
- Current National Police Certificate (or ability to acquire).

Desirable:

- Recognised qualification (Cert III) in business administration.
- Experience in residential aged care administration.

Key Duties and Responsibilities - Administration & Operational

- Provide a customer-focused reception service for the facility and promptly respond to or direct enquiries.
- Provide general administrative support to the General Manager (and other managerial employees), and perform a range of administrative tasks including but not limited to typing, photocopying, filing, answering telephone enquiries and general office duties.
- Ensure timely response to all enquiries, and refer any compliment or complaint to the General Manager.
- Manage and order office and other general facility supplies to ensure efficient delivery of administrative services to the facility and residents.
- Develop reports and take accurate minutes of meetings as required.
- Arrange distribution of the facility resident newsletter as required.
- Maintain the key register and organise individuals to sign the required forms in relation to allocated keys.
- Collect mail each morning and distribute to staff and residents.
- Ensure outgoing mail is dispatched by the end of each working day.
- Manage and maintain facility evacuation kits.
- Any other task not defined but within the employee's skills, as directed by the organisation.

Key Duties and Responsibilities - Resident Management

- Assist the Customer Relationship Consultant with new resident admissions as required.
- Maintain appropriate resident records and resident data.
- Manage and record resident chaperone arrangements.

Key Duties and Responsibilities - Finance

- Enter invoices into m-files software daily for approval by the General Manager.
- Assist with financial transactions as required, including resident accounts, receiving money, issuing receipts, and banking.
- Ensure petty cash is recorded and reconciled in accordance with the organisation's procedures.
- Ensure that the minimum petty cash balance is maintained at all times.

Key Duties and Responsibilities - People & Culture

- Roster employees using Time Target in accordance with the facility's staffing requirements.
- Review timesheets against the roster as required by the General Manager.
- Source and roster replacement staff in the event of illness or unexpected absenteeism.
- Collate and provide new employee forms and supporting documentation to People and Culture and Payroll in a timely manner.
- Assist with the induction and orientation of new employees and volunteers as required, in conjunction with the General Manager.
- Organise staff online mandatory training and maintain accurate staff training records.
- Enter mandatory training timesheets in Time Target.
- Order uniform items for employees at the facility, ensuring an appropriate stockpile of uniform items are maintained at the facility.

Selection Criteria

1. Demonstrated experience in providing general administrative support within the aged or health care industry.
2. Excellent communication skills, verbal and written, including confidence in the spoken word and ability to deal confidently and courteously with people at all levels.
3. Well developed customer service skills.
4. Demonstrated problem-solving skills and ability to integrate complex information from multiple sources.
5. Strong organisational skills and ability to meet deadlines.
6. A clear understanding of the importance of confidentiality in the context of the position.

Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values:** **Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.

- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.