

## **POSITION DESCRIPTION**

December 2018

### **Position Detail**

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<b>Position Title</b>	<b>ADMINISTRATION OFFICER</b>
<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	<b>Facility Manager</b>
<b>Staff supervised</b>	Nil
<b>Expenditure Authority</b>	\$500
<b>Location</b>	Aged Care Residence

### **Job Purpose**

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Provide clerical and receptionist support to the Facility Manager and perform all administration tasks associated with the aged care residence.

### **Main Duties**

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#### **Continuous Quality Improvement**

- Uses the process of continuous improvement, to ensure efficiency and effectiveness of systems and procedures as they relate to the administration of the facility
- Participates actively and constructively in the successful functioning of general administrative services at the facility
- Provides clerical support as necessary for all work teams
- Communicates effectively and is co-operative with residents, employees and visitors
- Disseminates feedback in a timely manner and according to standard procedures
- Establishes and maintains a professional relationship with all external suppliers
- Develops knowledge and skills that enable competent and efficient coverage of the administration of the facility in the absence of the Facility Manager.

#### **Administration Support**

- Performs customer service role of reception including performing administrative and office support activities for aged care residence management (i.e. Facility Manager, Clinical Manager)
- Answering telephone in a professional manner, transfer calls efficiently, take accurate messages and relay messages promptly
- Operates standard office equipment, and undertakes word processing, spreadsheet and filing tasks

- To plan for periods of leave, co-ordinate sourcing and training for Relief Administration Assistant and provide administration procedures manual
- Liaise with Facility Manager and/or Administration Manager for further information on TriCare Administration Officer procedures
- Providing directions and assisting resident family members and friends
- Ensuring visitors to aged care residence sign visitor / contractor sign-in registers
- Relaying resident or potential resident information / admission details as necessary to assist head office Accounting Services and Care Placements personnel
- Sort and distribute incoming and outgoing mail. Interact with courier companies
- Ensure that all HR forms / contracts are available for new and terminating aged care residence personnel
- Assists with payroll functions in conjunction with Payroll Services at Head Office
- In conjunction with the Facility Manager, utilise customised software to perform the rostering function including monitoring shift coverage
- Demonstrates diligence in undertaking accounting/petty cash tasks including balancing of petty cash and lifestyle floats
- In conjunction with the Facility Manager and Client Services, conducts tours for potential residents and their families and distributes applicable Information Packs
- Places orders for equipment, perishable and non-perishable supplies as approved by the Facility Manager
- Undertake additional tasks as directed by Facility Manager.

### **Performance of Duties**

- You must diligently perform the duties and responsibilities that TriCare assigns to you. TriCare may vary these duties and responsibilities at any time.
- In the performance of your duties, TriCare may direct you to work in any area within the Aged Care Residence referred to at the designated location, either temporarily or permanently.

### **Skills and Knowledge**

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- Oral and written communication skills of a high standard
- Professional phone technique
- Efficient computer skills, i.e. utilising software such as Word, Outlook, Excel and Powerpoint, and rostering software (and/or adept at learning new rostering systems)
- Accurate typing speed of a minimum of 60 wpm.

## **Qualifications and Experience**

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- Minimum of formal education to Year 12
- Experience in a general sales, marketing and/or public relations environment will be considered favourably
- Police clearance.

## **Personal/Other Attributes**

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- Maintaining confidentiality in regard to company, resident and employee information
- Warmth, patience and approachability in all dealings with residents and their families, and employees
- Able to work autonomously and to effectively prioritise
- Able to work productively and harmoniously in a team structure
- Commits to deadlines and able to work under pressure
- Enthusiastic attitude when participating in TriCare training initiatives
- Presents in a professional manner.

## **Work Health and Safety**

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The incumbent has the responsibility to comply with and meet all obligations contained in:-

- (a) Work Health and Safety (WHS) legislation;
- (b) Related WHS responsibilities; and
- (c) TriCare's Injury Risk Management (IRM) standards.

## **Performance Measures**

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Annual Quality Performance Improvement Review.