



POSITION	ADMINISTRATION OFFICER	DATE	
<b>LOCATION</b>		<b>EMPLOYMENT TYPE</b>	Full-time, part-time, casual
<b>REPORTS TO</b>	Administration Manager	<b>MANAGER</b>	Manager, Corporate Services
<b>LEVEL OF RESPONSIBILITY</b>	Works under the direction and supervision of the Administration Manager.		
<b>ORGANISATION CONTEXT</b>	<i>[Insert name of organisation]</i> is a fully accredited aged care organisation providing contemporary residential and home and community services. Our values include:  <i>[List organisational values]</i>		
<b>POSITION PURPOSE</b>	The role of the Administration Officer is to provide high-quality reception and administrative duties in accordance with: <ul style="list-style-type: none"><li>› organisational policies and procedures</li><li>› organisational vision and values</li><li>› accreditation standards</li><li>› statutory legislation, regulations and industry codes of practice.</li></ul>		
<b>KEY RELATIONSHIPS</b>	<b>INTERNAL</b> <ul style="list-style-type: none"><li>› Staff</li><li>› Residents</li><li>› Volunteers</li></ul>	<b>EXTERNAL</b> <ul style="list-style-type: none"><li>› Residents' relatives and friends</li><li>› Visitors to the facility</li><li>› Contractors</li><li>› Service providers</li><li>› Representatives from Commonwealth, state and industry organisations</li></ul>	

## 1. SELECTION CRITERIA

### 1.1 ESSENTIAL

- › Current satisfactory National Police Certificate.
- › A commitment to the holistic care and wellbeing of the elderly and genuine interest in working with the elderly.
- › Experience working in a front office, reception and/or administrative role.
- › Demonstrated high-level computer skills in Microsoft applications.
- › Demonstrated highly effective verbal and written communications skills (see attached job role profile).
- › *[List additional essential requirements.]*

### 1.2 DESIRABLE

- › Experience in working in residential or home and community care.
- › Successful completion of, or working towards, a Certificate III in Business Administration or similar.
- › Experience working within a dynamic team environment.
- › *[List additional desirable requirements.]*

## 2. LANGUAGE, LITERACY AND NUMERACY SKILLS

### READING

Read, understand and action workplace documentation.

### WRITING

Complete and/or prepare organisational forms and other documentation as required.

### NUMERACY

Undertake the following financial transactions:

- › Complete time sheets.
- › Maintain required timelines.
- › Transfer telephone calls to correct extensions.

### ORAL COMMUNICATION

Use appropriate telephone manner.

Verbally communicate with:

- › residents and clients
- › families, visitors and contractors
- › team members and colleagues

### LEARNING

Participate in ongoing learning and professional development.

### DIGITAL LITERACY

Use organisational technology, including a variety of contemporary office equipment.

The attached **Job Role Profile** for the Administration Officer contains a comprehensive list of tasks relevant to the role. The profile describes the language, literacy, numeracy and digital literacy skills required and the corresponding standard/level descriptions required for each task.

## 3. ROLE RESPONSIBILITIES

### 3.1 ADMINISTRATIVE TASKS

- › Collect, sort, record and distribute mail.
- › *[List additional front office / reception tasks.]*

### 3.2 FRONT OFFICE / RECEPTION

- › Act as first point of contact for visitors and telephone callers.
- › Greet visitors, deal with enquiries in a polite and friendly manner.
- › Take telephone calls and communicate messages to relevant staff members.
- › Manage sign-in/sign-out book in accordance with organisational policy.
- › *[List additional front office / reception responsibilities.]*

<b>3.3 WORKPLACE HEALTH AND SAFETY</b>	<ul style="list-style-type: none"> <li>› Engage in safe work practices in accordance with organisational WHS policy and procedure.</li> <li>› Report and document workplace health and safety incidents and accidents in accordance with organisational WHS policy and procedure.</li> <li>› Do not engage in discriminatory, bullying or harassing behaviour.</li> <li>› Participate in Workplace Health and Safety Committee and other WHS initiatives as required.</li> <li>› Use office equipment in an appropriate manner and according to manufacturer specifications.</li> <li>› <i>[List additional WHS responsibilities.]</i></li> </ul>
<b>3.4 COMMUNICATION</b>	<ul style="list-style-type: none"> <li>› Maintain and respect resident and organisational confidences at all times</li> <li>› Exercise a high level of oral and written communication (see attached job role profile).</li> <li>› Communicate cooperatively with colleagues to ensure high-quality customer service.</li> <li>› <i>[List additional communication responsibilities.]</i></li> </ul>
<b>3.5 SELF-ORGANISATION</b>	<ul style="list-style-type: none"> <li>› Work as part of a busy team and be supportive of other team members.</li> <li>› Prioritise tasks and make effective use of work time to ensure a high quality of resident care and service delivery.</li> <li>› Contribute new ideas to the organisation’s continuous improvement system.</li> <li>› <i>[List additional self-organisation responsibilities.]</i></li> </ul>
<b>3.6 PERFORMANCE</b>	<ul style="list-style-type: none"> <li>› Endeavour to perform duties to a high standard.</li> <li>› Perform role in a positive manner.</li> <li>› Actively participate in organisational performance appraisal procedure.</li> <li>› Engage in regular discussions with supervisor/manager to receive and provide feedback.</li> <li>› <i>[List additional performance responsibilities.]</i></li> </ul>
<b>3.7 TRAINING AND PROFESSIONAL DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>› Participate in mandatory training as outlined in the organisational education, training and development policy.</li> <li>› Participate in non-mandatory training, in-service training and external training as part of personal professional development.</li> <li>› As part of the appraisal process and personal professional development, identify any individual training requirements.</li> <li>› <i>[List additional educational responsibilities.]</i></li> </ul>