

## Position Description – Administration Officer

### Core Detail

<b>Title</b>	Administration Officer
<b>Objective</b>	Provide clerical and receptionist support to the Facility Manager and perform all administration tasks associated with the Aged Care Residence

### Position Parameters

<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	Facility Manager
<b>Expenditure Limit</b>	\$500
<b>Location</b>	TriCare Aged Care Residence

### Detailed Description of the Position

<b>Continuous Quality Improvement</b>	<ul style="list-style-type: none"> <li>• Uses the process of continuous improvement, to ensure efficiency and effectiveness of systems and procedures as they relate to the administration of the facility.</li> <li>• Participates actively and constructively in the successful functioning of general administrative services at the facility.</li> <li>• Provides clerical support as necessary for all work teams.</li> <li>• Communicates effectively and is co-operative with residents, employees and visitors.</li> <li>• Disseminates feedback in a timely manner and according to standard procedures.</li> <li>• Establishes and maintains a professional relationship with all external suppliers.</li> <li>• Develops knowledge and skills that enable competent and efficient coverage of the administration of the facility in the absence of the Facility Manager.</li> </ul>
<b>Administration Support</b>	<ul style="list-style-type: none"> <li>• Performs customer service role of reception including performing administrative and office support activities for aged care residence management (i.e. Facility Manager, Clinical Manager).</li> </ul>

	<ul style="list-style-type: none"> <li>• Answering telephone in a professional manner, transfer calls efficiently, take accurate messages and relay messages promptly.</li> <li>• Operates standard office equipment, and undertakes word processing, spreadsheet and filing tasks.</li> <li>• To plan for periods of leave, co-ordinate sourcing and training for Relief Administration Assistant and provide administration procedures manual.</li> <li>• Liaise with Facility Manager and/or Administration Manager for further information on TriCare Administration Officer procedures.</li> <li>• Providing directions and assisting resident family members and friends.</li> <li>• Ensuring visitors to aged care residence sign visitor/contractor sign-in registers.</li> <li>• Relaying resident or potential resident information and admission details as necessary to assist head office Accounting Services and Care Placements personnel.</li> <li>• Sort and distribute incoming and outgoing mail. Interact with courier companies.</li> <li>• Ensure that all HR forms/contracts are available for new and terminating aged care residence personnel.</li> <li>• Assists with payroll functions in conjunction with Payroll Services at Head Office.</li> <li>• In conjunction with the Facility Manager, utilise customised software to perform the rostering function including monitoring shift coverage.</li> <li>• Demonstrates diligence in undertaking accounting/petty cash tasks including balancing of petty cash and lifestyle floats.</li> <li>• In conjunction with the Facility Manager and Client Services, conducts tours for potential residents and their families and distributes applicable Information Packs.</li> <li>• Places orders for equipment, perishable and non-perishable supplies as approved by the Facility Manager.</li> <li>• Undertake additional tasks as directed by Facility Manager.</li> </ul>
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<p><b>Performance of Duties</b></p>	<ul style="list-style-type: none"> <li>• You must diligently perform the duties and responsibilities that TriCare assigns to you. TriCare may vary these duties and responsibilities at any time.</li> <li>• In the performance of your duties, TriCare may direct you to work in any area within the Aged Care Residence referred to as the designated location, either temporarily or permanently.</li> </ul>
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## 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.

## 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.

## 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.

## 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 Risk Management (RM) standards.

## Performance Measures

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Annual Quality Performance Improvement Review.