

<b>Position</b>	Admissions / Administration Officer
<b>Date effective</b>	November 2017
<b>Conditions</b>	LCC Aged Care Service Enterprise Agreement 2013

### **Purpose of the role**

To coordinate residential admissions and provide high-level administrative support that contributes to the efficient and effective operations of Immanuel Gardens. **This is a six (6) month contract position.**

### **Operating Environment**

This position is located in Buderim at Immanuel Gardens of Lutheran Services, a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

### **Immanuel Gardens**

Immanuel Gardens consists of 93 self contained units, residential aged care accommodation for 145 residents and provide home care packages within the wider community.

### **Reporting relationships**

This Position reports to the General Manager of Immanuel Gardens and works in close collaboration with the administrative team.

### **Roles and responsibilities**

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Act as an initial point of contact for prospective residents and their families;
- Book site tours for prospective residents, providing information about aged care costs and associated fees, managing the admissions process from initial enquiry to move-in;
- Act as a key contract and support person for families and residents during the transition to residential care living;
- Manage resident waitlists and follow-ups accordingly to optimise occupancy;
- Report financial performance to monthly management meeting;
- Liaise with Quality Officer and Workplace Health and Safety Officer as required;
- Provide training, supervision and direction to administrative staff;
- Manage all Medicare and My Aged care uploading, downloading and updating;
- Actively participate in the marketing, advertising and events in promotion of Immanuel Gardens.
- Act as reception and administration relief as required;

**Qualifications/Experience**

The incumbent must possess previous experience working in aged care sales environment and should have an understanding of funding processes within the aged care industry.

This position requires intermediate skills in MS Office applications and the ability to quickly develop a working knowledge of specialised software packages. The incumbent should also be comfortable working as part of a small team on a wide range of simultaneous tasks and changing priorities.

**Legislative/Policy requirements**

All employees must have a current National Police check and will be required to provide proof of working rights.

The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

<p>NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.</p>
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