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| **POSITION DESCRIPTION** | |
| **Position Title:** | Administration Officer |
| **Service/Facility/Department:** | Residential Aged Care Facilities |
| **Direct Reports:** | Nil |
| **Key Relationships:** | **Internal:** Facility Manager, administration staff, nursing staff, allied health staff, personal care and support staff and Anglicare central support teams. |
| **External:** Residents, residents’ families, medical professionals and agency staff. |

**Position Statement / Overall Purpose**

The overall purpose of the Administration Officeris to provide quality operational administration support, as directed and in conjunction with other office and management staff of the Facility.

The Administration Officer may also be responsible for maintaining an efficient and customer focused reception for internal and external clients, other visitors and service providers; processing admissions and discharges of residents; rostering of staff to meet operational requirements set by their supervisor or the Manager; managing financial processing for the facility and promoting and contributing to a positive team environment within the Facility.

The Administration Officer will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Certificate

**Key Selection Criteria**

* Strong customer service background and experience, including reception experience (with internal and external customers).
* Account payable/receivable and petty cash experience.
* Well-developed interpersonal and communication skills (written and oral).
* Demonstrated ability to work within a team environment and/or autonomously.
* Competent in Microsoft Office (Word, Excel and Outlook) and the ability to learn and implement new software/programs.
* Strong word processing, filing and organisational skills.
* An understanding of quality improvement processes and standards and Workplace Health & Safety regulations and requirements.
* Experience working within a Residential Aged Care Facility or Community Service, not for profit or similar organisation (desirable).

**Key Accountabilities and Responsibilities**

1. **Accountability: Front Desk Customer Service**

**Responsibilities:**

* Provide a high level of customer service at the front desk, including answering the phone and greeting visitors.
* Respond promptly and courteously to public enquiries and refer to appropriate resources within the Facility.
* Facilitate communication between staff at the Facility via appropriate and professional communication systems as delegated.
* Facilitate professional communication within the Facility, between Services, external resources and the wider community as delegated.

1. **Accountability: General Administration**

**Responsibilities:**

* Prepare appropriate documentation for the admission of residents into the Facility and subsequent discharge.
* Attend to filing and archiving of resident’s information in accordance with the organisation’s guidelines and procedures.
* Maintain understanding of medical terminology relevant to the Facilities activities.
* Attend to data and word processing and mailing.
* Assist with stock ordering of office equipment, supplies and stationery.
* Management, operation and operator level maintenance of office equipment, e.g. photocopier, facsimile machine, computer equipment.
* Provide assistance as required with staff rostering in PayGlobal.
* Provide assistance as required with resident data entry in Epicor.
* Additional administrative tasks as and when required, including administrative support to your Supervisor and the Facility Manager as required.

1. **Accountability: Financial Administration**

**Responsibilities:**

* Prepare basic coding of facility accounts and petty cash expenditure as required.
* Work within financial timeframes.
* Complete end of month processes.

1. **Accountability: Communication**

**Responsibilities:**

* Demonstrate well developed interpersonal and communication skills in dealings with all persons both internal and external to the organisation.
* Attend planned organisational or Facility meetings as required.
* Assist with public relations activities requiring community involvement and fundraising.

1. **Accountability: Information Systems**

**Responsibilities:**

* Follow information management security protocols.
* Maintain knowledge of appropriate computer programs or information systems relevant to the role.
* Assist in documenting, collating and filing of information required for reports and facility requirements.
* Maintain central records of and collate information for different funding sources for the Facility.
* Maintain confidentiality of information according to the organisation’s policy.

1. **Accountability: Quality Improvement**

**Responsibilities:**

* Actively participate in training activities to increase knowledge and skill levels.
* Participate in performance appraisal activities relevant to the role
* Actively participate in quality improvement activities relevant to the role.
* Work within and promote the organisation’s workplace health and safety policies, procedures and guidelines.

1. **Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.