

POSITION DESCRIPTION

ADMINISTRATION OFFICER

Your position: Administration Officer
Your classification: Clerical & Administrative Employee
Your department: Residential aged care
Where you'll work: Various locations

You'll report to: Your Service Manager
Your direct reports: Nil

Your key relationships:

You'll be part of the collaborative Uniting team, led by the Service Manager, which includes HomeMakers, Care Workers, Team Leaders, Registered Nurses and ACFI Coordinators, Allied Health professionals, Pastoral carers and volunteers, who work together to serve older people and their families.

You'll also work with external stakeholders including other service operators, representatives of relevant government bodies and a range of providers and suppliers.

WHAT WE'RE ABOUT

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are imaginative, respectful, compassionate and bold.

ABOUT THE ROLE

Our Administration Officers are core to the Uniting team, and live and breathe Inspired Care.

This role is central to the delivery of our person-centred approach, and is the face of Uniting. Our Administration Officers go beyond basic assistance with enquires and office tasks, to work collaboratively with management team to support clients and their families to achieve their goals.

ROLE OBJECTIVES

- Communicate well with clients with varied needs and backgrounds
- Perform various administration tasks such as capturing enquiries, preparation of rosters, purchasing and client bookings.
- Engage and build community connections, promoting the services of Uniting
- Facilitate quality, timely and effective communication maintaining privacy and confidentiality of each client

- Promote the rights and privacy of our clients, in accordance with relevant policy and legislation
 - Work for the continuous improvement of our service to ensure it's the best it can be, in line with Aged Care Accreditation Standards
-

YOUR RESPONSIBILITIES

Financial management:

- You'll maintain petty cash and keep records of resident monies for sign off.
- You'll monitor supplies and consumables and re-order as needed, in line with relevant budgets.

Operational processes:

- You'll facilitate clear and accurate communication about client care and service delivery.
- You'll manage and capture enquiries via multiple channels, and respond in a timely manner.
- You'll share the latest news on what's happening around Uniting with your team.
- You'll participate in the activities of the home to support the care team.
- You'll take your administrative tasks seriously and make effective use of our electronic management systems.
- In collaboration with the Service Manager, rosters will be up to date and available to all team members.
- You'll work within relevant government legislation and Uniting policies and procedures.
- Queries and complaints from our clients and their families, as well as your co-workers and other service providers, that come your way, will be handled with a confidential and timely approach.
- You'll monitor our equipment to ensure it's in safe working order and request maintenance and repairs when needed.
- Your participation in audits (and other activities aimed at continuously improving our service) will help us identify and reduce client incidents and unsafe work practices.

Client management:

- You'll be respectful and confidential when answering enquiries or complaints.
- You'll advocate with and for our clients and their carers and families to enable choice and decision making that supports independence and quality of life.
- Clients, carers and families can be confident that you'll take on-board their feedback, leading to improved customer experience for everyone in the service.
- Your genuine interest in our clients will help you monitor their progress and you'll report any changes or concerns to your supervisor.

People management:

- You'll contribute to a cohesive and harmonious team that respects each other's ideas, integrity and abilities.
- You'll maintain skills and knowledge related to your role, including regular attendance at training, team meetings and one-on-one supervision/support meetings with your supervisor.
- You'll support new or less experienced members of the Uniting team by sharing your knowledge and setting an example with your high standards of work.

- Your attention to personal safety and risk management, use of appropriate manual handling techniques and food and correct chemical handling procedures will contribute to a safe workplace.
- You'll model the values of Uniting and the Uniting Church by respecting and valuing the inherent dignity and uniqueness of each person, celebrating diversity and passionately pursuing social justice and inclusion.

KEY PERFORMANCE INDICATORS

Financial management:

- You'll produce accurate reports and documentation in accordance with the service, organisational and funding body timeframes.
- You'll follow relevant procedures, including diligent record keeping, when handling money or ordering supplies.

Operational processes:

- You'll provide detailed and accurate information to our clients about the services Uniting offers.
- Your documentation will be completed within the required timeframes, and be captured and maintained within the relevant electronic management system.
- You'll work within Uniting policies and guidelines.
- Your solid understanding of Aged Care Accreditation Standards, the funding tool and relevant regulatory requirements will lead to continuous improvement of our processes.

Client management:

- Your duty of care to clients will show your respect for their independence, self-determination and dignity.
- You'll contribute to the evaluation of client outcomes through observation, feedback, care plan reviews and audits.
- Your ability to handle client information, queries and complaints sensitively and confidentiality will lead to a positive relationship between the service and our clients.

People management:

- You'll build and maintain collaborative relationships with your team, volunteers and visiting professionals.
- You'll document and report all hazards, incidents, formal and informal complaints and feedback that may impact the people you work with.
- You'll develop and maintain your knowledge and skills by actively participating in the training Uniting provides and your own professional development.

THE IMPORTANT DETAILS

Qualifications:

- Certificate 3 in Business Administration, Customer Service or equivalent qualification/experience

Your experience ticks the following boxes:

Created by	Page 3 of 4	_Position Description
Initial date:		Reviewed: 26/05/2017
Printed copies of this document are not controlled. Refer to the intranet to ensure that this is the current version.		

- Great communication and customer service skills and the ability to get along easily with others
- A gift for working collaboratively with a team and confident flying solo
- Able to problem solve, negotiate, mediate and resolve conflict
- High attention to detail
- Great understanding of Work Health and Safety principles and risk management practices
- Tech savvy with the capacity to document and communicate electronically, including via email and mobile phone
- Experience using client/data management systems
- Great organisation and time management skills.

Even better:

- A good insight into the health, social or aged care services industries
- Previous experience in rostering in an aged/community care or in a retail or hospitality environment
- Current First Aid certificate
- Current Australian driver's license

ABOUT UNITING

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care and disability, community services and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

We believe choice is everything. Uniting is the largest provider of aged care in NSW and the ACT with more than 15,000 people in our services. We offer aged care homes, independent living, care in the home and in the community, healthy living for seniors and respite care.

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	