



Retirement
Communities

Position Description

Version: 1.0 – CCID: [Document ID Value]

Position Title:	Independent Living Unit (ILU) Administration Officer - Reception		
Position Number:		Cost Centre:	
Site/Facility:	Calvary Retirement Communities		
Department:	Calvary Ryde Retirement Community		
Enterprise Agreement	NSW- Calvary Retirement Community (NSW) and the Health Services Union – Aged Care Employees Enterprise Agreement 2019		
Classification:	<i>Clerical and Admin Grade 2</i>		
Reports To:	Village Manager		
Date of Preparation:	26/06/24	Date Updated:	

Primary Purpose

The purpose of the Administration Officer - Reception is a key role within our Facility providing efficient and effective service as the first point of contact to the general public and staff. The Administration Officer- Reception will have a strong focus on customer service excellence.

This role will also be responsible for all front office administrative functions such as mail management, answering telephones, greeting visitors to the facility, booking appointments and general correspondence and assisting other administrative tasks.

Organisational Environment

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve. We put the person at the centre of care in all that we do. Calvary continues our mission focus in providing high quality care to the sick and vulnerable and in particular to those people approaching and reaching the end of life, their families and carers in all our services.

Calvary's Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

With more than 1000 employees and 300 volunteers, Calvary Retirement Communities (CRC) is home for over 1300 people, across NSW and the ACT, in both independent and residential accommodation, including dementia specific services.

Accountabilities and Key Result Areas

Professional:

- Support resident room and activity bookings and administration of extracurricular activities
- Answer incoming calls, determine purpose of callers, and forward calls to appropriate personnel or department
- Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel ensuring the visitor registered is maintained
- Maintain and update accurate telephone directories
- Ensure reception coverage during office hours
- Maintain register of Security Swipe Cards
- Provide administration support to senior management as and if required
- Manage incoming and outgoing correspondence both internally and externally
- Responsible for ensuring general office presentation (cleanliness of common areas, meeting rooms, kitchens, ordering of supplies)
- Regularly liaise with Calvary Home Care and promote Calvary's services
- Support ILU sales and facilitate site tours as required
- Support local maintenance team
- Work with the National team as directed (i.e. marketing)

Documentation:

- Ensure that all relevant care and referral documentation are completed.
- On-going awareness of legislation changes and where necessary make relevant changes in documentation, including residence contracts, disclosure statements, condition reports and associated policy and procedure.
- Maintain files on resident contracts.
- Complete all documentation including disclosure statements, contracts and condition reports for new residents.

Communication:

- Contribute to Calvary involvement in village meetings and communication with residents, including relevant village newsletters.
- Arrange and attend Village meetings and encourage one to one communication with residents of stand-alone facilities and villages.
- Provide information booklet on relevant village for new residents.
- Provide a point of contact for residents with concerns or suggestions.

Decision Making:

- Address care issues which may require in-home care or transfer to alternative care facility. Refer resident or family to relevant care option.

People and Culture:

- Participate in the orientation, training and ongoing professional development.
- Practice in accordance with Calvary and relevant Government policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

Service Development and Innovation:

- Support residents with ways to improve the services and environment for the village/community.
- Develop and implement pathways for feed-back to foster continuous improvement.

Community Engagement:

- Connect residents with services available in the community and act as an advocate with and for them in issues affecting them.

- Actively encourage and support a positive relationship between village residents and the facility;

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace.
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary’s *WHS Responsibilities, Authority and Accountability Table* (published on Calvary Connect).

HEALTH & SAFETY IS THE RESPONSIBILITY OF EVERY PERSON

Key Relationships

Internal:	<ul style="list-style-type: none"> • General Manager • National ILU advisor • Maintenance Supervisor / Manager
External:	<ul style="list-style-type: none"> • Ryde Resident Committee • Ryde ILU Committee

Position Impact

Direct Reports:	N/A
Budget:	This position is funded from the resident’s monthly contributions.

Selection Criteria

1. Demonstrated knowledge and experience with Microsoft programs, including Word and Excel.
2. Demonstrated ability to work within a team.
3. Experience building relationships with diverse stakeholders, both internally and externally.
4. Demonstrated ability to prioritise and work under minimal supervision.
5. Excellent communication skills, written and oral.
6. Demonstrated experience in a customer service role.
7. Show an active commitment to quality and continuous improvement.
8. Commitment to the philosophy, mission and values of Calvary.

Approvals

Job Holder’s signature:	Date:
Manager’s signature:	Date: