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|  | Position Description Template[All Calvary Services/Service]Version: [Version] |

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| **Position Title:** | Home Support Officer |
| **Reports To:** | Home Manager |
| **Date of Preparation:** | 04/06/2022 |  |  |
| **Primary Purpose** |
| The primary responsibility of the Home Support Officer is to provide administrative support to the Manager and the overall Home. This involves the coordination of key administration tasks such as staffing, roster administration, managing office supplies and delivering a high level of customer service to all key stakeholders.  |
| Organisational Environment |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Aged Care and 19 Community Care service centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. |
| Accountabilities and Key Result Areas |
| ***Professional:**** Maintain a strong focus on customer service excellence and represent the Calvary Brand with each internal/external customer transaction.
* Support and always promote the Home and organisation in a positive and professional manner.
* Deliver a high level of customer service to all key stakeholders.
* Presenting a caring and customer focussed experience to any visitors to the Home through being the first point of contact with the Home.
* Respond to phone, walk up and email queries promptly as defined in Key Performance expectations
* Manage the day-to-day administration of the Home.
* Ensure Home rosters / roster allocations are administrated upon direction of clinical staff or Home Manager to provide optimal service.
* Support the Home’s Occupancy management activities such as providing key customer interface between customer, regional and national services, maintaining central system records to support communications
* Where relevant: Work with the Home Manager / ILU coordinator where required to identify and support ILU residents experiencing higher levels of isolation, illness, disability transition into care services.
* Where Relevant: Work with the Home Manager / ILU coordinator where required to manage ILU resident complaints system and ensure effective responses to complaints and concerns of ILU residents.
* Where Relevant: Work with the Home Manager / ILU coordinator where required to monitor effectiveness of ILU maintenance activities.
* Maintain privacy, confidentiality and dignity when dealing with residents, their families, staff, volunteers, consumers and all other key stakeholders.
* Adhere to all WHS regulations.

***Documentation:**** Ensure that the administrative activities of the Home are clear and timely to support the smooth delivery of consumer care.
* Facilitate communication with residents and/or their representatives, and other key stakeholders in relation to office administration requirements.
* Reception duties including answering phones, meet and greeting visitors/contractors and booking and confirming appointments.
* Welcome on-site visitors, ensuring all visitors / contractors complete the relevant check in/sign in, induction and follow covid safe plans.
* Assisting with walk-in enquires and recording them appropriately.
* Provide support for occupancy activities as required, this would include introduction calls to customers before tour, conducting Tours and follow up calls.),
* Order stationery as required.
* Under the direction of the Home Manager, the Kronos and Rostering task are to be maintained as per daily, weekly and fortnightly activities.
* Ensure rostering allocations are compliant with Award/Agreement provisions.
* Support the Home Manager with administrative tasks (i.e., recruitment, training, leave management etc)

***Communication:**** Answer all enquiries, whether by phone or in person, in a friendly and professional manner.
* Respond to enquires (direct or via Calvary Assist) and nurturing these relationships.
* An effective listener with the ability to communicate at all levels both orally and in writing with excellent presentation skills.

***People and Culture:**** Build effective working relationships with key internal and external stakeholders.
* A passion for Aged Care, caring for our clients, and an alignment with our corporate Mission.
* 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.
* Always promote a team approach by supporting staff and colleagues in their role and assisting them as required.

***Service Development & Performance:**** Work as a team with the Home Manager and any other members of the Administration team with general administrative tasks as required
* Support Home Manager and Team with general presentation, Tours, display rooms, huddles to prepare for Tour, introduction to lifestyle, chef, CCC, HM
* A commitment to excellence and best practice which enables positive and ongoing quality service delivery.
* Display initiative and commit to continuous improvement opportunities in all tasks.
* Self-directed and motivated.
* Excellent organisation, prioritisation, time management and problem-solving skills.
* Strong attention to detail and ability to work to tight deadlines.
* Thorough understanding of relevant systems e.g., Kronos, Page Up
* Intermediate to advance computer skills with the ability to understand and use information technology and programs including MS Office suits Word, Excel, Outlook etc. and learn new programs as required.

Attend and/or participate in training/professional development sessions as mandated or required by the role / organisation. ***Community Engagement:**** Build positive relationships with staff, residents and their families, health professionals and referral partners to build trust and confidence.
* Deliver quality customer service, contribute to improvements and adapt to change.
* Support Home Open Days, Information evenings and other marketing activities when required.
* Maintain education and self-development to ensure the ability to inform potential residents and decision makers.

***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 intranet)
* Maintain a work environment that meets the organisational and legislative standards for presentation, cleanliness and safety for residents and stakeholders
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| **Key Relationships** |
| Internal: | * Home Manager and Home Leadership team
* General Manager Aged Care
* Human Resource Business Partners/HR Consultants
* Calvary national and regional support teams
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| External: | * Resident families
* Allied Health Services
* Community groups
* Volunteers
* Social workers and prospective residents and representatives
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| **Position Impact** | **Position Impact** |
| Direct Reports: | *
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| Budget: | **Click here to enter text.** |
| Selection Criteria |
| **Essential*** COVID-19 vaccination is a mandatory requirement (3 doses) unless assessed exempt.
* Influenza vaccination is a mandatory requirement unless assessed exempt.
* Strong focus on building and maintaining positive relationships with stakeholders.
* Excellent communication skills both written and verbal.
* Excellent customer service skills.
* Demonstrated ability to work within a team environment.
* High attention to detail
* Ability to understand and use contemporary IT applications and platforms (including MS Office, Teams etc) and ability to learn new ones when required
* A commitment to work within Calvary’s Mission, Vision and Values
* Relevant experience in an administrative role in a complex environment or an equivalent combination of relevant experience and education / training.
* Sound knowledge of administrative practices
* Proven organisational skills and attention to detail, with a demonstrated ability to prioritise own workload and to work effectively both independently and as part of a team, meeting competing deadlines and delivering high quality outcomes.

**Desirable*** Previous experience in aged /health care.
* Rostering and payroll experience using Kronos.
* Qualifications in Administration.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |