

What you do matters.



Administration Assistant

Position Description



EMPLOYMENT TYPE	Full Time Part Time Casual
CONDITIONS	Temporary or Permanent
TEAM	Residential Services
REPORTING RELATIONSHIPS	Reports to: Residential Services Manager Direct Reports: Nil

Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career. Benetas is a recognised leader in Gender Equality, having been awarded an Employer of Choice citation by the Workplace Gender Equality Agency for 15 years in a row.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

Role Purpose

As an Administration Assistant you will be responsible for providing administrative support functions for the site and a front of house customer service approach to residents, family, visitors and staff of the facility.

Position Specific Responsibilities

Key Tasks/Behaviours

- Perform reception/switchboard and administrative duties to meet customer needs
- Ensure promotional resources and information about Benetas is accessible; disseminate appropriate information to clients/families
- Conduct orientation tours of the site when delegated by the manager
- Perform administrative tasks as delegated by the manager
- Demonstrated understanding of financial and administrative management systems including ability to produce required written reports within deadlines
- Demonstrated understanding of the ordering, reporting and classification of goods and services process
- Maintain office inventory and records
- Classify expenditure and receipts in line with Benetas' Chart of Accounts and forward to Support Office for payment, maintain petty cash and resident's trust float
- Submit resident admission, discharge and variation information to Support Office according to flowchart 10
- Demonstrated ability to work as part of a team and in line with the philosophy and policies of Benetas
- Demonstrated computer literacy (ability to use Microsoft office products) and experience in the use and maintenance of office equipment and systems eg. electronic filing
- Demonstrated commitment to continuous quality improvement activities
- Update all resident records to ensure they are current and accurate
- Ensure all documents and signage at reception / staff rooms are current and accurate
- Manage the archiving system on and off site
- Assist in recruitment activities including using recruitment software to advertise new job roles; scheduling interviews; assisting with reference checks; onboarding new staff during orientation
- Utilise Kronos to manage staff rostering, shift replacement and other payroll requirements
- Manage agency staff, casual pool and permanent staff with a focus on agency reduction and staff accountability
- Schedule performance meetings
- Manage the Residential Services Manager's calendar
- Input data into the Learning Management System and schedule education and/or competency requirements for staff
- Collecting and collating sign on sheets and evaluation from training and uploading this data
- Schedule meetings including the completion of Agenda and Minutes
- Arranging conferences, training, site events and external education; including liaising with external trainers, arranging suitable venue bookings and catering

Selection Criteria

Qualifications	
<ul style="list-style-type: none"> N/A 	
Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> Demonstrate empathy with the elderly High level of verbal and written communication skills Formal training in Microsoft Office products <p>Desirable</p> <ul style="list-style-type: none"> Previous experience working in aged care or a comparable setting Formal administrative qualification or study in a relevant discipline Ability to speak another language other than English Experience in the software package MYOB and payroll 	<ul style="list-style-type: none"> Takes responsibility for and prioritises own work Creates genuine connections and can empathise with clients, families and team members Shows positive, courteous and client-focused behaviour Comfortable working semi-autonomously Shows a keenness to learn new information and take on new challenges

Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
<p>Living our values in the way we behave and interact with others</p>	<p>Respect - Takes time to understand and value each person and respects their choices</p> <p>Community - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p>Spirit - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p>Responsibility - Acts with integrity toward our clients, their families and carers and the broader community</p>
<p>Leadership and Team</p>	<ul style="list-style-type: none"> Leads by example Maintains a positive approach that promotes confidence in those around them Is open to feedback Achieves agreed work goals Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles
<p>Health, Safety and Environment</p>	<ul style="list-style-type: none"> Displays responsibility for self, team and environment Demonstrates positive approach to own safety and safety of others Achieves agreed work goals relevant to health, safety and environment
<p>Continuous Improvement: Quality and Sustainability</p>	<ul style="list-style-type: none"> Responds to the needs of customers and the changing environment in which our services operates Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks

	<ul style="list-style-type: none"> • Takes initiative in making improvements to work processes • Actively seeks new ideas and improvement • Demonstrate evidence of continual improvement activities • Strives for best practice • Embraces and adapts to change
Professional and Personal Development	<ul style="list-style-type: none"> • Takes responsibility for driving own professional development, expertise and personal development • Completes all relevant on and off-the-job learning experiences

Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

Worker Screening Checks

As per Federal Government Legislation, all Benetas employees working at Residential Aged Care homes and risk assessed roles in Support Office are required to undertake a National Disability Insurance Scheme (NDIS) Worker Screening Check in place of the Police Check requirements.

Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.