

POSITION DESCRIPTION

Position Title:	Administrative Assistant
Reporting to:	Service Manager
Business Area:	Residential Care
Location:	Various locations

PRIMARY OBJECTIVES:

The Administration Assistant role is to act as the first point of contact for residents, relatives and other visitors to the facility.

The position is responsible for providing excellent customer service and administrative support to the care facility.

KEY RESPONSIBILITIES:

- *Provide administrative support to all functions of the facility, to ensure the smooth running of day to day operations.*
- *Answer resident and visitor questions in a positive and welcoming manner.*
- *Coordinate and assist with all aspects of admissions including tours and smooth resident transition.*
- *Provide onsite rostering support to all Staff and Managers via the rostering system in collaboration with the Workforce Support Team.*
- *Ensure health records, documentation and systems relevant to resident/clients is accurate and records are maintained including archiving.*
- *Ensure all documentation relevant to staff is accurate and records are maintained.*
- *Coordinate all training for permanent members of staff, to maintain mandatory compliance.*
- *Ensure that control and security in the office over monies, valuables and records is adhered to and that unauthorized entry to the office is kept to a strict minimum.*
- *Provide efficient, accurate and timely invoicing, banking and accounting support including managing residents monies.*
- *Coordinate meeting schedules, agendas and record minutes and actions.*

- *Coordinate various regular reporting functions and other activities as required in conjunction with the manager and clinical staff.*
- *Provide receptionist and telephone support.*
- *Order and process stationery, care supplies, catering and stock as required.*
- *Photocopying, scanning, faxing, data entry, filing and emailing as required*
- *Coordinate, publish and distribute communications including newsletters, memos and notices.*
- *Collection and distribution of internal and external mail*
- *Process banking and arrange collection of food and products in own vehicle as required.*
- *Other reception duties as required*

PERFORMANCE INDICATORS:

- *Complies with Amana Living policies and procedures; and*
- *Manages regulatory compliance in occupational health and safety against Amana Living's policies and procedures.*
- *Attends and actively participates in compulsory training sessions and meetings*
- *Contributes to the continuous improvement of own work practices; and acts to enhance the professional development of self.*

SKILLS, KNOWLEDGE, EXPERIENCE & COMPETENCIES REQUIRED:

Skills, Knowledge & Experience

Mandatory / Desirable	Description
M	Police Clearance
M	NDIS Worker Clearance
M	Successful completion of pre medical form and checks
M	Demonstrated customer service experience or experience in a customer facing role
D	Previous office administration experience working within the aged care industry
M	Accurate keyboard skills with advanced experience using Microsoft Word & Excel
M	An understanding of accounting/bookkeeping principles (debtors & creditors)
M	Ability to multi task
D	An understanding of payroll and rostering principals
M	Current drivers licence
D	Previous report writing and minutes taking experience

Competencies & Behaviours (*considered important to success in the role*)

Excellent presentation and proactive attitude
Demonstrated good verbal, written and interpersonal communication skills
Proven organisational and time management skills
Ability to work independently and as a member of a team