

POSITION DESCRIPTION

Position Title:	Administration Support Officer - Home Care Clinical Team
Reports to:	Operations Manager Clinical and Care
Direct Reports:	0
Business Area:	Home Care
Primary Location:	Subiaco Head Office

PURPOSE

The primary purpose and responsibility of the Administration Support Officer is providing a high level of direct, timely and efficient administrative support to the PAUSE Program, Reablement and Clinical teams.

VISION, MISSION, AND VALUES

The Administration Support Officer- Home Care Clinical Team contributes to Amana Living's Vision, Mission, and Values.

VISION A community where every older person is honoured and valued.

MISSION Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

VALUES

- Compassion** We act with kindness, empathy, and respect to foster a community of caring
- Collaboration** We work together, so every person's contribution advances our common purpose
- Curiosity** We are determined and creative in finding ways that deliver great outcomes
- Inclusion** We celebrate diversity, ensuring everyone is welcomed and treated equitably
- Trust** We take our responsibility seriously and are worthy of the trust placed in us

AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

WORK HEALTH AND SAFETY

The Administration Support Officer - Home Care Clinical Team is required to take reasonable care for their own health and safety and the health and safety of other persons at the workplace. Throughout their employment they must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

KEY DUTIES AND RESPONSIBILITIES

CORE RESPONSIBILITIES	KEY TASKS AND DUTIES
<p>General</p>	<ul style="list-style-type: none"> ▪ To provide efficient, accurate and timely support to the PAUSE Program, Reablement and Clinical Teams. ▪ Client record management in the Comcare system which includes: <ul style="list-style-type: none"> ▪ Documents are uploaded / downloaded as required. ▪ Assist the Business Support team to ensure a good stock of Reablement Assessment Packs, documents to support the PAUSE Program and Clinical team Resources is maintained. ▪ Complete other activities as required as directed by Reablement, Pause Program and the Clinical team. ▪ Document and record tasks requested and completed on an Excel Tracker ▪ Contribute to an environment of continuous innovation, always looking for a better and more efficient way to deliver.
<p>Compliance with Relevant Acts and observed Regulations</p>	<ul style="list-style-type: none"> ▪ Maintains accreditation compliance with The Aged Care Quality Standards; <ul style="list-style-type: none"> ○ Complies with Amana Living policies and procedures. ○ Manages regulatory compliance in occupational health and safety against Amana Living’s policies and procedures; and ○ Complies with infection control standards and practices.
<p>Personal Development</p>	<ul style="list-style-type: none"> ▪ Attends and actively participates in compulsory training sessions and meetings. ▪ Contributes to the continuous improvement of own work practices; and

	<ul style="list-style-type: none"> ▪ Act to enhance the professional development of self.
--	--

SELECTION CRITERIA

SKILLS, KNOWLEDGE & ABILITIES
Ability to work independently and as a member of a team
Intermediate to advanced computer skills and the ability to pick up new systems quickly and efficiently
Demonstrated experience within an administrative/office support position/ preferably within the Aged Care sector is desirable
Excellent problem-solving skills
Demonstrated good verbal, written and interpersonal communication skills
Sound analytical skills and attention to detail
Proven planning, organizational and time management skills

ESSENTIAL REQUIREMENTS
National Police Clearance Certificate (no older than 6 months) or NDIS (Worker’s Screening) Check (inclusive of National Police Clearance)
Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
Successful completion of pre-employment medical form

ATTRIBUTES & ATTITUDES
Professional presentation and proactive attitude
A growth mindset and a willingness to embrace change and be flexible
Self-awareness and the capability to prioritise personal development
Highly ethical with a focus on community contribution