

POSITION DETAILS	
POSITION TITLE	Administration Officer
FUNCTIONAL UNIT	Residential Services
NOMINATED SUPERVISOR	Residential Services Manager
RELEVANT EBA / AWARD	Catholic Homes (Victoria) – Residential Services Enterprise Agreement 2013-2017
CLASSIFICATION LEVEL	Wage Skill Group 11
DATE OF REVIEW	July 2017

VILLA MARIA CATHOLIC HOMES

Villa Maria Catholic Homes is a leading not-for-profit organisation providing quality holistic services and life enhancing opportunities for older people, children and adults with a disability, their families and carers.

Formed through the merger of Villa Maria and Catholic Homes in 2015, the organisation is one of Victoria's largest not-for-profit providers of disability, education, accommodation and senior services supporting 6,500 people across the state and southern New South Wales.

An agency of the Catholic Archdiocese of Melbourne, every day of the year about 2,000 staff and 500-plus volunteers respond to the unique needs of people and families we support with openness, innovation, creativity and flexibility.

OUR VALUES

- **Respect:** We recognise and respect the dignity and uniqueness of each person.
- **Compassion:** We truly care and are always open to the needs of others.
- **Integrity:** We are honest and transparent in all our dealings and accountable for all our actions.
- **Collaboration and partnerships:** We empower people, realise potential and maximise the outcomes from our work.
- **Inclusion:** We are welcoming, inclusive and responsive in our hospitality and services.
- **Stewardship:** We value the resources for which we are responsible, and commit to their effective and efficient use, to achieve our Mission.

MODEL OF CARE

Villa Maria Catholic Homes aims to enable residents to regain control of aspects of their life utilising the person-centred approach of the Montessori model of care. The Montessori principles aim to provide meaningful activities that have a purpose, focussed on the resident's capabilities and interests whilst enhancing self-esteem and showing respect.

POSITION PURPOSE

The Administration Officer is responsible and accountable for the day to day activities of the office, ensuring that administrative and reception services are provided to residents, visitors and staff.

The services provided must be of the highest quality whilst maintaining optimal efficiency and cost effectiveness. The incumbent will need to be thoroughly conversant with customer service within an aged care setting and have the capacity to support the Residential Services Manager and staff.

POSITION RESPONSIBILITIES

Service Provision

- Maintain rostering system ensuring accurate and timely data entry for more than 100 employees to ensure smooth transition to the payroll system;
- Assist with filling vacant shifts on roster;
- Provide reception duties including meeting and greeting residents, their families, staff and other customers and directing them appropriately, answering telephone calls, transferring calls and taking messages, directing enquiries as appropriate and in a timely manner;
- Ensure all interactions with residents promote respect for the individual and are consistent with the Montessori principles of promoting resident engagement, enablement and independence.
- Provide administration support to Residential Services Manager (RSM) as required;
- Manage and maintain filing system ensuring all documents are filed in a systematic, organised manner;
- Manage and process petty cash transactions;
- Collate, code and copy invoices for accounts payable processing;
- Arrange training and education for staff in collaboration with the Learning & Development team;
- Facilitate prompt and effective resolution of continuous improvement forms received in relation to administration service;
- Order office supplies, ensuring adequate supplies of stock and equipment for the facility and administration function, in line with budgetary requirements.

Quality, Continuous Improvement and Risk

- Participates in quality improvement programs and accreditation standards activities as relevant to the scope of practice;
- Demonstrate awareness of risks associated with providing care in aged care and ability to implement documented requirements and preferences of residents;
- Effective management of operational risk and quality standards as relevant to the position;
- Report and document safety breaches and hazards according to legislative requirements and organisational policies and procedures including any unsafe, faulty or damaged equipment to ensure timely repairs;
- Manage resources in a responsible, effective and cost efficient manner including stock control, following maintenance schedules, use of equipment;
- Ensure the use of medical, nursing and domestic supplies is within budgetary constraints;
- Be able to locate and refer to Villa Maria Catholic Homes policy and procedure manuals and act at all times within these guidelines as they relate to the position;
- Actively support and promote a culture of continuous improvement.

Professional Practice

- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally;
- Work as part of a team and demonstrate awareness of the role of other team members;
- Work cooperatively with other team members for the efficient care and wellbeing of all residents;
- Be responsive, prompt and courteous when interacting with residents, families and colleagues and responding to the needs of residents/customers;
- Manage time effectively; including prioritising daily tasks according to workflow, and working flexibly to take account of resident's needs;
- Promote and develop effective communication skills with management through attending relevant site and organisational meetings;
- Commitment to work in line with Villa Maria Catholic Homes Values, policies and procedures, such as Code of Conduct, and relevant Bullying and Harassment policies and procedures;
- Participate in the initial and annual/ongoing performance appraisal, and on other occasions as required either formally or informally, to discuss ongoing work performance, set new work objectives and identify any personal learning requirements;
- Maintain knowledge and skills relevant to the position through participation in the staff development programme. This includes attending mandatory training (i.e. Organisational Orientation, Food Safety, and Occupational Health & Safety).

KEY SELECTION CRITERIA

Essential

1. Certificate III or higher in Business Administration or extensive experience in high level administration roles;
2. Demonstrated experience in providing high level customer service in a busy work environment;
3. Knowledge and experience of using rostering and payroll systems;
4. Strong organisational skills, attention to detail and ability to meet deadlines;
5. Excellent communication skills, verbal and written;
6. Demonstrated problem solving and prioritising skills;
7. Ability to work under minimal supervision and undertake a diverse range of tasks;
8. Demonstrated ability to operate with discretion and to maintain complete confidentiality;
9. Intermediate to Advanced Microsoft Office skills, particularly Excel;
10. Demonstrated commitment to cultural diversity, equal employment opportunity and workplace health and safety appropriate to the level of the appointment;
11. Demonstrated awareness of the organisation's vision, mission and values;
12. Satisfactory completion of a National Criminal Records Check.

Desirable

13. Relevant experience in an aged care setting;
14. Proficiency in using and updating EmpLive Rostering System and Preceda payroll system;