

# Position Description

## 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       | 1 July 2020   |

## VILLA MARIA CATHOLIC HOMES

Here at VMCH, our services are as diverse as the people we support.

Our values underpin the work we do. As a Catholic not for profit organisation, compassion, respect and inclusion aren't just words to us, they guide us in everything we do.

While we've been around for over a century, we're always moving forward. Always staying true to who we are by supporting people and families to live their best lives; providing a place to call home and spaces to learn and grow.

Our professional, compassionate and highly skilled staff are with you on your life journey; helping you with a wide range of support from specialist education, disability services, affordable homes, retirement living, at-home aged care and residential aged care.

## 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.

## 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.

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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 Provisions

- 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;
- 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 & 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.

### Marketing and Communication team responsibilities and general administration:

- 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;

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- 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

1. Relevant experience in an aged care setting;
2. Proficiency in using and updating Emplive Rostering System and Preceda payroll system.