



Position Title	Administration Assistant
Site/Location	Hastings
Unit/Department	Aged Care
Classification	As per the Enterprise Agreement
Reports to	Director of Aged Care Services (DACS)
Supervisory responsibilities	Nil
Key relationships	<ul style="list-style-type: none"> • Director of Aged Care and Care Manager • Client Services Manager • The residents and their families and friends • Administration Assistant-Rostering Coordinator • The Bays Aged Care employees • Contractors and other external stakeholders
Overall Job Purpose	The Admin Assistant plays an important role in delivering positive service outcomes and fulfilling a key customer service role within The Bays Aged Care for existing and future residents, visitors, employees and contractors. The Administration Assistant
Values	<p>Proactively demonstrate behaviour that engenders and promotes the Values of The Bays Aged Care.</p> <p>At The Bays Aged Care, we seek to pursue the following values:</p> <p>Integrity Being honest in our dealings with others. Compassion Recognising the physical, social and emotional needs of our patients, residents and families as well as our staff. Accountability Being responsible for and mindful of the consequences of our actions. Respect Acknowledging the rights and opinions of others as we work together as a team. Excellence Continually improving quality and efficiency.</p> <p>If we all embrace an “I CARE” philosophy, we will be successful as individuals, as an organisation and as a community.</p>
WH&S	<ul style="list-style-type: none"> • Present fit for work and able to undertake duties in line with the physical inherent requirements of the role • Work in a safe manner and ensure that any people who report to you, and/or you work with, work safely • Adhere with the current Work Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Identify, assess, prioritise and control risks to health & safety of employees, patients, residents, contractors and visitors • Report any hazardous conditions, near misses and injuries immediately to your supervisor in line with incident reporting procedures
Quality and Risk Management	<p>Understands and complies with all quality and risk related policies, procedures and systems in line with organisation expectations and role responsibilities.</p> <p>These policy and procedures include:</p> <ul style="list-style-type: none"> • Organisational • Clinical • Infection Control • WH&S • Emergency Response • Aged Care • Specialty Clinical areas i.e. Maternity, Theatre, Dialysis, ICU • Environmental Services • Administration • Catering • Participate in the organisation’s accreditation processes • Have an advanced understanding of relevant standards i.e. the, the current Aged Care Quality Safety Standards • Participate in the organisation’s Quality Management and Control program • Participate in the collection of Clinical and Process indicators • Understand the Severity Assessment matrix and reporting system

	<ul style="list-style-type: none"> • Implement and undertake case reviews, peer review and improvement proposals as required • Be aware of and comply with all Commonwealth and State statutory and regulatory requirements in relation to privacy • Adhere with the current Occupational Health & Safety policies and procedures of the organisation in line with the Occupational Health & Safety Act 2004 • Undertake periodic police checks in line with role responsibilities, organisation policy and police check rules
Professional Development and Performance Appraisal	<ul style="list-style-type: none"> • Demonstrate responsibility for own professional development by continually updating professional knowledge and skills. • Collaborate and build the team by exchange of knowledge and skills • Participate in performance appraisals in line with organisation expectations • Complete mandatory and compliance education as required annually and bi-annually as set out in the Mandatory Education policy
KPIs/ Measures	<ul style="list-style-type: none"> • KPIs and measures, in addition to those listed below, are developed, agreed and measured in line with the strategic and operational requirements of the role as well as any projects allocated to the role. These measures are reviewed periodically.
Major Responsibilities	<ul style="list-style-type: none"> • Communicate, interpret and ensure Organisation Philosophy and Objectives are maintained. • Answer all phone calls promptly in a professional manner. • Meet and greet residents, visitors and contractors in a welcoming manner. • Prepare documentation for new admissions (in Autumncare) • Ensure the Front of house (foyer) and admin areas are clean and tidy • Promote a high level of customer skills. • Update and maintain the resident's lists (evacuation lists) • Responds to queries from residents, relatives and Members of the Public face to face, emails and telephone. • Attends to Petty cash • Archiving • Assist with Staff rostering/onboarding and filling vacant shifts as required
Immunisations	To receive mandatory vaccinations or meet the criteria for exemption.
Security Check	Relevant security checks, including: background checks, National Police Check, Working Rights (Visa Check) and other checks that are deemed necessary for specific role as requested by The Bays Healthcare Group Inc.
Qualifications / Experience - Mandatory	<ul style="list-style-type: none"> • Not Applicable
Qualifications / Experience-Desirable	<ul style="list-style-type: none"> • Previous administrative skills including reception and general computer skills desirable • Experience in Aged care
Personal Competencies Required	<ul style="list-style-type: none"> • Excellent communication skills • Flexible
Job Competencies Required	<ul style="list-style-type: none"> • Excellent time management skills • Excellent computer skills
Inherent Requirements	<ul style="list-style-type: none"> • Able to fulfil the inherent requirements of the role as per the Job Demands Checklist • Able to use equipment and tools safely and without physical or other restriction • Undertake assessment of ability to physically and mentally meet the requirements of the role • Manual Handling, equipment use instructions and inherent physical requirements of the role may change. It is the employee's responsibility to complete mandatory education and other education activities in relation to the role's requirements



Note: *Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

Approved: _____
Signed, Manager Title

/ /
Reviewed Date

I have read and understood the contents of this position description and the expectations of my role.

Approved: _____
Signed, Employee

/ /
Date

Print Name, Employee