

**EDGARLEY ASSISTED LIVING**  
**POSITION DESCRIPTION**



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**Position Title: Administration Assistant**

**Job Purpose:**

Provide daily support to the team from Monday to Friday. Encompassing; reception duties, administrative support to management, accurate resident information, documentation management including both manual resident histories and electronic data entry, and a wide range of administrative and clerical duties to meet the various needs of the diverse department.

**Organisational Values:**

Staff are expected to work with the values in mind at all times

PEOPLE	Integrity, respect and humility
RESIDENTS	Empathy, care, respect, acknowledgement, cultural awareness and diversity
PERFORMANCE	Diligent, effective caring, quality
TEAMWORK	Purposeful, integrated, focused, united
CARE	Compassionate, inclusive, proactive, effective
COMMUNITY	To be judged in a positive light and relevant to the community

**Privacy and Confidentiality:**

It is vital that every member of staff maintain strict confidentiality of all matters relating to the residents and the facility.

**Key Duties:**

Establish a working relationship, and work collaboratively, with the health care team members across the continuum of care.

**Specific Tasks:**

- To perform general administration duties as outlined in the job purpose.

- Ensure confidentiality is adhered to in relation to residents, staff and volunteers records and other documentation.
- Provide administration support to the all teams if and when required.
- Arrange periodic petty cash reimbursement and handle resident's petty cash.
- Assist the DON and Continuous Improvement in the collation of statistical data and surveys from various government departments and private organisations.
- Maintain various registers including correspondence, archive and file boxes.
- Manage the archive of files on a yearly basis to ensure appropriate files are kept and files not required are shredded in line with EAL's disposal policy.
- Provide courier services for chemist pickups and other courier duties as directed by nursing staff.
- To receive medical practitioners and allied health professional and direct them to the responsible nursing staff.
- To direct all telephone calls and emails received to the appropriate person.
- Maintain and update all Resident Evacuation Packs located in each section.
- Maintain and update resident buzzer board information located in each clinic room and the nurses' office.
- Maintain and update phone number list and staff Call Out list updated.
- Maintain and update message software address book and groups.
- Maintain and update staff pigeon-holes.
- Maintain and update staff list in the memo folder at the staff room.
- Upload vaccine certificates on Zipline system.
- To greet and assist any presenter with setting up for lecturers or information sessions.
- To maintain stationery and printing at appropriate levels and order to maintain supplies.
- To check on medical store lists, (located in Clinic Room or Nurses Office), on a weekly basis and maintain stocks to avoid running out of stock.
- Ensure staff do not congregate in reception and they conduct any business in an efficient and timely manner.
- Fax orders, as required, from the catering department.

- Produce and distribute a monthly newsletter to all residents, independent unitholders, family members and legal representatives.
- Manage the ordering of uniforms and ID cards for staff and volunteers.
- Maintain computer files in a coherent and easily assessable system.
- Take part in professional development as needed and directed.
- Send out annual membership subscriptions to EAL members for renewal by the end of May of every year.
- Accurate resident information and documentation management including hard copy resident histories and electronic data entry, ensuring that it is current, accurate and readily available.
- Managing internal and external mail.
- Filing, photocopying and faxing.
- Recording meeting minutes, if requested, and circulation with manager's approval.
- Development and maintenance of orientation manual for administration.
- Preparation of new resident's files.
- Ensure an appropriate level of customer service is provided, demonstrating a friendly and supportive approach to our consumers.

### **Quality and Risk Management**

- Demonstrates a commitment to continuous quality improvement and achievement of excellence in service delivery.
- Actively participates in Edgarley's Accreditation Program.
- Participates in and supports data collection as requested.
- Instigates and actively participates in Quality Improvement activities.

### **Infection Control**

- Ensures all practice is conducted in accordance with Infection Prevention and Control policies and procedures

### **Personal Conduct**

- Develop and maintain sound knowledge of Edgarley's policies and procedures.
- Ensure you engage in behaviour that aligns with Edgarley's values.
- Participate in promoting a safe working environment.

**Mandatory Qualifications and Attributes:**

- Experience in a similar administration role.
- High level of computer literacy.
- Sound knowledge of Microsoft Office.
- Professional, friendly with a team player disposition who is capable of working with others.
- High level interpersonal and written communication skills
- Demonstrated ability to work flexibly within tight time frames and in accordance with variable workloads
- Experience with working with a diverse customer base
- Ability to work independently and self-manage
- Experience in dealing with sensitive and confidential matters

**Performance Measures**

- Performance will be managed with an annual review.
- Agreed set of goals

## Key Performance Indicators

Key Result Areas	Key Activities	Standard Measures
<b>Edgarley Values</b>	<ul style="list-style-type: none"> <li>• Demonstrate and uphold the values of Edgarley Assisted Living</li> <li>• Ensure that the values of Edgarley Assisted Living are incorporated into daily practices in relation to all activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Be compassionate and provide support to staff and customers.</li> <li>• Consistently shows respect and values each person's dignity.</li> <li>• Seeks opportunities to be innovative for improvement.</li> <li>• Is accountable for a high standard of care.</li> <li>• Communicates and operates openly and honestly as an effective team member.</li> </ul>
<b>Customer Services</b>	<ul style="list-style-type: none"> <li>• Promotes a resident focused approach in all activities and behaviours.</li> <li>• Involves the resident as necessary.</li> <li>• See the resident as a person and treats the resident as an individual.</li> <li>• Ensures resident confidentiality is maintained at all times.</li> <li>• Implements a service culture and ensures own service commitments are met.</li> <li>• Supports the delivery of services to residents.</li> <li>• Facilitates communication with residents and/or their representatives and staff in relation to office administration requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• All documents utilise a language that reflects a strong care first and resident focused approach.</li> <li>• Residents articulate that they feel they are the focus of care and are highly satisfied with the care provided.</li> <li>• Residents, staff and other customer's needs are considered.</li> <li>• Responds to residents, families and other stakeholders in a timely manner.</li> <li>• Meets the needs of the organisation and residents in relation to administration requirements.</li> <li>• High level of customer satisfaction regarding Administration and Reception Services.</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>• Provides timely and effective support to managers.</li> <li>• Provides reception duties including telephone answering, call transfers and message taking and</li> </ul>	<ul style="list-style-type: none"> <li>• Direct administration support to managers in a timely, efficient and accurate manner.</li> <li>• Effective management of telephone calls / queries i.e.</li> </ul>

	<p>directing as appropriate.</p> <ul style="list-style-type: none"> <li>• Word processing.</li> <li>• Photocopying.</li> <li>• Establishment and ongoing maintenance of a central filing system.</li> <li>• Filling of rosters according to guidelines.</li> <li>• Document and data control, including archiving of superseded documents.</li> </ul>	<p>appropriately and in a timely manner.</p> <ul style="list-style-type: none"> <li>• Exceptional responsiveness of administrative services.</li> <li>• Efficient and effective maintenance of the document and data control system.</li> <li>• Competent IT literacy with: software programs, Microsoft Office, Aged Care management systems.</li> </ul>
<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Is an effective team member and works with others in a way that empowers them to be effective team members.</li> <li>• Accepts leadership roles.</li> <li>• Promotes positive culture through active engagement in the workplace through concepts of: <ul style="list-style-type: none"> <li>○ Choose your attitude</li> <li>○ Be there for all</li> <li>○ Make their day</li> <li>○ Have fun</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Team work is evident</li> <li>• Effectively manages conflict situations</li> <li>• Evidence of positive culture – core business achieved on time, high staff and resident satisfaction levels and effective use of resources.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Address resident/relative queries regarding finances.</li> <li>• Petty cash processing.</li> <li>• Preparation and allocation of accounts payable.</li> <li>• Input of data and printing of forms</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate maintenance of petty cash.</li> <li>• Resident satisfaction with financial information/management</li> <li>• Efficient and effective maintenance of information systems</li> </ul>
<b>Purchase and Stock</b>	<ul style="list-style-type: none"> <li>• Monitors the quality and quantity of office</li> </ul>	<ul style="list-style-type: none"> <li>• Adequate supplies of stock and equipment.</li> </ul>

<b>Control</b>	<p>administration equipment and records damaged and replacement requirements.</p> <ul style="list-style-type: none"> <li>• Ordering office supplies.</li> <li>• Recording, receipt and distribution of office supplies to all services.</li> <li>• Ensures office administration equipment is maintained in accordance with OH&amp;S requirements and manufactures guidelines.</li> <li>• Submits recommendations for equipment upgrading and replacement by management.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff report satisfaction with stock levels.</li> <li>• Compliance with budget.</li> </ul>
<b>Education and Personal Development</b>	<ul style="list-style-type: none"> <li>• Willingness to continue to improve your skills and standards</li> <li>• Maintain industry requirements for your scope of practice</li> <li>• Willingness to suggest further education to be provided at EAL.</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully pass all competency tests and assignments</li> <li>• Full (100%) attendance at all compulsory educational sessions</li> </ul>
<b>Quality and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Commitment to Quality &amp; Continuous Improvement</li> <li>• Compliance of with Aged Care Accreditation Standards</li> <li>• Compliance with EAL policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Participation in the monthly Leadership meeting</li> <li>• Assistance in preparation of the facilities Accreditation application if required</li> <li>• Adherence to EAL policies and procedures</li> </ul>
<b>OH&amp;S and Infection Prevention &amp; Control</b>	<ul style="list-style-type: none"> <li>• Strictly follow all OH&amp;S and infection control policies, procedures and processes</li> <li>• Promote best practice OH&amp;S and infection control in their daily tasks</li> <li>• Ensure there is a safe and hazard-free workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Reports hazards, near misses and injuries immediately</li> <li>• Uses personal protective equipment</li> <li>• Comply with risk management policies and procedures and instruction</li> <li>• Attend all safety meetings and training sessions</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement all necessary controls if and when required</li> <li>• Participate in training and meetings regarding OHS and Infection Prevention and Control</li> </ul>	<ul style="list-style-type: none"> <li>• No Workcover claims through inappropriate practices</li> <li>• No accidents/incidents due to poor work practices or mishandling chemicals or equipment</li> </ul>
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**Agreement:** I have read, understood and agreed to comply with this job description and key result areas.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

Note: please, enter your initials on each page of this document.