



POSITION DESCRIPTION

RECEPTIONIST/ADMINISTRATION ASSISTANT

PD NUMBER	6.0.2.3
REPORTS TO	Business Manager
APPLICABLE AWARD/AGREEMENT	St. John's Village Inc., ANMF and HSU Enterprise Agreement 2014
STATUS	Permanent Full Time
APPROVED BY	Business Manager
DATE	December 2015
REVISION DATE	December 2018

JOB PURPOSE SUMMARY

The Receptionist/Administration Assistant is responsible for providing excellent customer service, cashiering functions and records administration in an efficient and effective manner.

KEY SELECTION CRITERIA

Essential

- ♦ Ability to be flexible and work within a team environment.
- ♦ Experience working in administrative roles.
- ♦ Sound knowledge of office systems and procedures.
- ♦ Excellent computer skills.
- ♦ Excellent interpersonal and communication skills.
- ♦ Ability to use initiative and manage time effectively to meet required deadlines.
- ♦ Ability to maintain confidentiality.

Desirable

- ♦ Cash handling experience.
- ♦ Experience in Residential Aged Care administration.

DUTIES AND RESPONSIBILITIES

The Receptionist/Administration Assistant is responsible and accountable for tasks including, but not limited to:

- ♦ Provide prompt and friendly customer service to residents, visitors and staff.
- ♦ Answering of internal and external telephone calls and directing to the relevant person or department, including announcing the caller to the Senior Management Team members.
- ♦ Timely and accurately relaying messages to residents and staff.
- ♦ Carry out cashiering functions including: receipting of resident bills and trust monies, petty cash, sundry receipts and daily reconciling and balancing of all receipted transactions.
- ♦ Maintain sundry petty cash and resident petty cash including reconciling and reimbursing.
- ♦ Completion of the daily resident movement sheets, including updating and distributing the daily resident listing.
- ♦ Update the occupancy data daily.
- ♦ Coordinating incoming and outgoing faxes in a timely manner.
- ♦ Process and distribute all incoming and outgoing mail daily.
- ♦ Maintain stationery supplies and process weekly order.
- ♦ Receipting of all goods and stores received at main reception and arranging for the collection.
- ♦ Ensuring adequate toner refills are available for all printers and photocopiers.
- ♦ Assist with maintaining resident record filing system.

- ♦ Assist with processing of accounts.
- ♦ Assist in admission process as requested.
- ♦ Prepare resident labels and take photos of residents (distribute to pharmacy & upload to AutumnCare).
- ♦ Assist with keys and agreements and maintaining the key register.
- ♦ Advise relevant staff of deceased residents.
- ♦ Prepare letters for deceased resident's families & arrange death notices for paper.
- ♦ Participate in stock takes as required.
- ♦ Other administrative duties as requested by the Chief Executive Officer.

PHYSICAL STANDARDS

- ♦ Read computer screen 60% of the time.
- ♦ Sit 60% of the time.
- ♦ Walk or stand 30% of the time.
- ♦ Bend or squat 10% of the time.

PERFORMANCE REVIEW

Staff performance reviews will be conducted after 3 months of employment, then annually by Departmental Manager. Review criteria will be based on applicable KPI's, Organisational Responsibilities and related duty statements.

STAFF SUPERVISED

N/A

KEY PERFORMANCE INDICATORS (KPI'S)

N/A

ORGANISATIONAL RESPONSIBILITIES

Professional Conduct

- ♦ Compliance with St Johns Village's Policies, Procedures and Code of Conduct.
- ♦ Communicates appropriately and respectfully with all residents, resident representatives, visitors, volunteers and all staff members.
- ♦ Establishes and maintains good working relationships with residents, resident representatives, visitors, volunteer and all staff members.
- ♦ Demonstrates a high standard of personal appearance and conduct.
- ♦ Maintains confidentiality of residents and staff members at all times.
- ♦ Works as part of a team with enthusiasm and flexibility.
- ♦ Pursues continuous improvement of knowledge and skills through training and development.
- ♦ Actively participates in the Organisations Quality Improvement Program.
- ♦ Participates in staff meetings.

Workplace Culture

- ♦ Acts in a manner which is reflective of St Johns Village's Philosophy, Vision, Mission and Values.
- ♦ Works in an open, supportive and cooperative manner with all other staff.
- ♦ Values the views of other staff members and encourages the free exchange of ideas and suggestions.

- ♦ Displays courtesy to all residents, resident representatives, visitors, volunteers and all staff members at all times.
- ♦ Treats all residents, resident representatives, visitors, volunteers and all staff with respect and dignity.
- ♦ Refuses to engage in harassment, bullying or discriminatory behavior.

Team Work

- ♦ Demonstrates awareness of role and respects the role of others.
- ♦ Works cooperatively and inclusively with other staff members to achieve team goals.
- ♦ Demonstrates commitment to working positively within a team environment.
- ♦ Assists Managers in the identification of team goals.

Occupational Health & Safety

- ♦ Maintains the work area in a clean, tidy and safe condition.
- ♦ Ensures that at all times a safe and homelike environment is maintained for all residents.
- ♦ Ensures all incidents and accidents to residents, resident representatives, visitors, volunteers and staff members are reported immediately by completing the appropriate forms.
- ♦ Identifies strategies for reducing any potential or actual injury in consultation with OH&S Coordinator.
- ♦ Attends all mandatory training related to Workplace Health & Safety.

Quality Improvement

- ♦ Is committed to and demonstrates an understanding of the Charter of Residents Rights and Responsibilities.
- ♦ Is committed to and demonstrates an understanding of the Quality Improvement Process and Aged Care Accreditation Standards.
- ♦ Participates in and assists with auditing processes.
- ♦ Demonstrates a commitment to ongoing self-development.
- ♦ Assists in the implementation and evaluation of new products and equipment.
- ♦ Attends all mandatory training related to Quality Improvement.

AGREEMENT

I have read this document and agree to undertake the duties and responsibilities as listed above. I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed herein.

Name:

Signature:

Date: