

ADMINISTRATION OFFICER – Home & Community Services

POSITION DETAILS:

Position Title:	Administration Officer	Reports To:	Service Delivery Specialist
Department/Division:	Home & Community Services	Direct Reports:	Nil

POSITION SUMMARY:

The Administration Officer is responsible for undertaking general reception, roster scheduling and administrative duties in support of the greater Home & Community Services operational team.

KEY RESPONSIBILITIES:

Clerical and administrative support

- Undertake a range of administrative tasks to support the service and staff
- Manage incoming telephone calls to the service to ensure, all messages for staff are relayed promptly, accurately and ensure enquiries received both personally and by telephone are handled sensitively and confidentially.
- Undertake secretarial functions for meetings, such as minutes
- Participate in administrative functions relating to payroll, consumer admissions and discharges
- Receive, sort and distribute the service's mail
- Establish and maintain an efficient postage register for incoming and outgoing mail
- Manage a range of financial transactions including, receiving, banking, receipting and recording of cash and cheques and banking of monies
- Establish and maintain an efficient filing system
- Manage and undertake word processing and document filing procedures such as maintaining a consumer database
- Maintain accurate and efficient documentation in a manner consistent with southern Cross Care (Tas) Inc. policies
- Other duties that may be required in the day-to-day operation of the service

Roster Management

- Maintaining and updating rosters as advertised by the Roster Coordinator and/or Regional Team Supervisor.
- Actively problem solve to find solutions for rostering difficulties and challenges
- Coordinating the cover of all available shifts and fill unplanned/unforeseen shift vacancies due to sickness, annual leave, emergency leave and educational requirements as required.
- Conduct regular audits

Communication:

- Always maintain and respect employee, consumer and organisational confidences
- Actively participate in meetings and discussions in a constructive manner
- Communicate with consumers and colleagues in a kind and caring manner, taking into account individual cultural and religious preferences

Self-Organisation:

- Work as part of a busy team and be supportive of other team members
- Prioritise workload and use care resources effectively and efficiently
- Adhere to legislation relating to privacy and confidentiality and the handling of personal information

ADMINISTRATION OFFICER – Home & Community Services

Education, Training and Professional Development:

- Participate in mandatory training as required by the organisation
- Actively pursue learning and skills development opportunities
- Participate in non-mandatory, in-service and external training as part of own professional development program
- Actively participate in annual performance reviews
- Assist with the organisation's Continuous Improvement Plan
- Participate in internal audits

KEY PERFORMANCE INDICATORS:

- All financial transaction functions are processed accurately and within required timeframes
- Employment packs are completed accurately and submitted to State Office on time
- All incident reports and related workers compensation information is submitted to State Office on time
- Maintain internal monitoring records, spreadsheets and databases to ensure accurate records are preserved
- Complete all reporting requirements to a satisfactory standard
- Provide administrative support to staff and management
- Actively participate in community stakeholder engagement and brand awareness activities

SELECTION CRITERIA:

Essential:

- Excellent written, verbal and numeracy skills
- Demonstrated customer service skills
- Demonstrate knowledge and experience in contemporary office management practices, including clerical and administrative functions
- Sound computer and keyboarding skills and proficiency with the Microsoft Office Suite including Word, Excel and Outlook
- Ability to participate in an after-hours on-call rotation if required
- A current and satisfactory National Police Certificate

Desirable:

- Certificate III in Business or equivalent
- Knowledge of clientele software programs

Personal Attributes:

- High ethical standard, is trustworthy and confidential
- Works well individually and as a team member
- Has consideration and respect for others and their views
- Adapts to changing environments and demands with resilience
- Enthusiastic, energetic, projects a positive image
- Good attention to detail, efficiency and effectiveness
- Display a positive "can do" attitude

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Adhering to Southern Cross Care Occupational Health and Safety Policy and Procedures.
- Working in a responsible manner and encouraging others do so to ensure the safety of oneself, other staff members, residents and visitors to Southern Cross Care Facilities.
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required.
- Perform all resident care tasks in accordance with SCC established procedures.
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures.

ADMINISTRATION OFFICER – Home & Community Services

- Reporting maintenance and repair requirements of buildings, plant, equipment, furnishings and fittings promptly using approved SCC procedures.
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse.

AUTHORISATION:

This position is classified within the Administration Officer structure.

Manager Signature:		Date:	
Employee Signature:		Date:	