

Position:	Administration Assistant Residential Services
Agreement/award:	Boandik Lodge Inc Aged Care Employees, United Voice and ANMF Enterprise Agreement 2017
Responsible to:	Residential Services Officer

Position objective:

To provide administrative support services to Boandik's residential services function and work closely with the Residential Services Officer to achieve and maintain optimum standards of care for clients seeking accommodation in independent living units and residential accommodation.

Key responsibilities

1. Provide high quality administrative services in accordance with the policies and philosophies of Boandik.
2. Generate and maintain a trusting relationship with residents and clients, which includes protecting confidentiality, privacy, dignity, individual choice and decision making.
3. Participate in a team approach with staff to ensure a holistic approach to the provision of care to residents and clients.
4. Undertake all tasks as detailed on duties list.
5. Support the rights and interests of residents by following appropriate reporting mechanisms to meet duty of care and legislative requirements.
6. Provide and promote quality customer relations concerning Boandik to all stakeholders and the community.
7. Have an understanding of cultural needs and issues.
8. Assist in training of employees by either personal instruction and/or demonstration.
9. Adapt to and participate in changes in the work environment.
10. Maintain a safe, clean and hygienic environment, observing infection control procedures where necessary.

Key performance indicators

The key performance indicators below will ensure that key responsibilities are achieved and will be monitored and reviewed at staff appraisal annually:

Position specific

1. Completion of annual staff appraisal, prior to appraisal expiry date.
2. Achieve 80% satisfaction from Rights and Responsibilities audit that the resident was supported when completing the agreement.
3. 100% of residential service agreements are completed within 28 days of entry.

Organisation

1. Read and signed emergency procedures manual on an annual basis.
2. Read and signed hazardous chemical register on an annual basis.
3. Submit hazard forms as required - achieve submission of 0.5 hazard per full time equivalent employee.
4. 90% of workers compensation claims are submitted to department head within 2 days.
5. Incident forms will be completed and submitted on Donesafe on the day of the incident.

Mandatory requirements

1. National criminal history police certificate or NDIS worker check (less than 3 years old).
2. Influenza vaccination when required by Public Health order
3. COVID 19 vaccination when required by Public Health order

Qualifications and experience

1. Experience with use of Microsoft office products and in particular word processing and spreadsheets.
2. Experience working in an administrative support capacity preferably in an aged care environment.

Skills, knowledge and attributes

1. Empathy and understanding of older people.
2. Pleasant and professional personal and telephone manner.
3. Effective communication and interpersonal and team skills.
4. Initiative and self-motivation.

Performance management

New employees:

Your orientation will be the first step in the performance management process. You will have a six month review as part of your probation at this review we will check your progress and development and that the following are completed:-

- a. Manual handling competencies
- b. 'Your life your choice' learning package

All employees:

1. Participate in an annual performance appraisal.
2. Act in accordance with professional, legislative and organisational standards, policies and procedures.
3. Identify own learning needs and participate in self-improvement/ self-education opportunities.
4. Attend all sessions at the compulsory study days on an annual basis.
5. Comply with the Boandik employee code of conduct at all times.
6. Attend staff meetings as required.

Continuous improvement

1. Recognise the need for and participate in continuous improvement programs relevant to the work area.

Health and safety

1. All staff have a legal obligation to ensure that they comply with work health and safety regulations and the organisational policies, procedures and standards.

Equal employment opportunities

1. Understand and participate in promoting equal opportunity legislation and Boandik policies relating to this legislation.
2. Model behaviours that are fair, non discriminatory and free of harassment.

Salary packaging

1. Boandik offers salary packaging to all staff members who have satisfactorily completed their probationary period.
2. Salary packaging is provided by CBB at a small cost to the staff member.
3. Salary packaging is limited to amounts that are allowable without attracting fringe benefits tax. If a staff member chooses a salary packaging outside these limits they will be liable to pay the fringe benefits tax. CBB will advise staff to ensure this does not occur.
4. Boandik allows staff to salary package unused leave payments on termination of employment.

Further information is available in the human resource policy. This addendum forms part of the position description for my role and I accept the information included.

Employee acknowledgement

1, _____, have read and understood this position description and accept that this and the duties list for this position form the contract of employment.

Employee signature: _____ Date: _____

Department head: _____ Date: _____