

# Position Description

POSITION DETAILS			
<b>Position Title</b>	Administration Officer		
<b>Reports to</b>	Residential Aged Care Manager		
<b>Business Function</b>	Residential Aged Care	<b>Salary Grade</b>	Enterprise Agreement – Aged Care Employee
<b>Direct Reports</b>	NA	<b>Band / Level</b>	Level 6
<b>Indirect Reports</b>	NA	<b>Location</b>	Northern Territory

REPORTING RELATIONSHIPS	
<b>Internal Key Relationships</b>	Consumers within our care and their families/relatives. Operational Team Members and Front-Line Leaders.
<b>External Key Relationships</b>	Collaborate with third parties providing services to the organisation.

OUR ORGANISATION
ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

PURPOSE
The Administration Officer (AO) is a key support role to the delivery of our services, you'll play a pivotal role in ensuring administration, rostering and business operations are well-managed and our visitors, clients, staff and consumers have an exceptional experience. The AO will be responsible for a wide range of administrative responsibilities and requires a positive, optimistic approach and focus to complete varying tasks and priorities from reception to personal administration support of the Residential Aged Care Manager.

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## KEY RESPONSIBILITIES

### Customer and Service Delivery

- Support general Reception including being the first point of contact for anyone visiting the facility or making general telephone contact during admissions. Duties include:
  - Greet all visitors with a friendly and professional manner – the organisation is in constant pursuit of excellence in customer service.
  - Ensure COVID tests are completed when required.
  - Management of admissions and discharges as required.
- Provide support in Financial Administration duties including:
  - Cost Coding of bank statements .
  - Receipting of all accounts receivable (incoming) and processing of supplier invoices.
  - Follow up on statements regarding client’s accounts (Centrelink).
  - Liaising with resident families regarding financial and administrative matters.
  - Coordination of residential rental payments.
  - Security and register of resident’s cash in facility safe.
  - Weekly banking.
- Management of electronic and manual communication for both resident enquiries and internal communication. Responding in a professional and timely manner including assisting with visitor enquiries and conducting home tours.
- Ensure data integrity and accuracy across a number of information systems including care planning, financial, rostering and staff information systems.
- Provide a wide range of administrative support services to Residential Aged Care Manager, including maintenance of Rosters, staff timesheets, supporting payroll queries, leave applications and employee compliance requirements including the management of ARRCS Police check data.
- Coordinate secretarial support including advertise and distribution of meetings, agenda preparation and minute taking.
- Maintain systems and process for all administrative functions of the facility, including ordering and receiving of goods and services from external providers.
- Working with the maintenance officer – Coordination of quotes and contact with external contractors for repairs.
- Ensure the safe handling and storage of sensitive information within the facility that aligns with the organisation’s privacy and confidentiality obligations.
- Support with recruitment including hiring and on-boarding as directed.
- Coordination of induction and orientation of new starters.
- Maintaining stock and stationery including ordering, invoicing and management of petty cash.
- As directed by the Residential or Operations Manager assist senior staff with special projects and initiatives as required.
- Managing conflicting, requests, concerns and enquiries and perform ad hoc duties as required, performing as a true office all-rounder.

### Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.

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- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCs Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Residential Aged Care Services.
- Exercise due care and economy in the use of ARRCs equipment and supplies.

## Personal Accountability

- Compliance with ARRCs's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

## SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

### Qualifications – Desirable

- Tertiary qualifications (certificate or higher) in Administration of Business is preferred however, not essential

### Experience

- Demonstrated experience using effective verbal and written communication skills
- Great time-management skills and an ability to prioritise your workload. Experience working within a busy and constantly changing environment
- Good knowledge and experience with MS Office and Database applications
- Confidence with smart phone and digital devices or willingness to learn

### Mandatory Requirements

- NDIS Worker Screening
- Influenza Vaccination
- COVID 19 Vaccination + Boosters
- National Police Check

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- Driver's License

## **Duties Statement**

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by the Residential Aged Care Manager or ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.