



Document Name:	Administration Officer – Position Description
Governance Area:	Human Resource (Std. 7)
Document ID:	CAC-PD50010
Issue Date:	21 January 2021
Version:	1.01
Review Date:	January 2026

# Administration Officer (Consumer Support)

## Position Description

<b>Position Title:</b>	Administration Officer (Consumer Support)
<b>Department:</b>	Administration
<b>Basis of Employment:</b>	Full Time (76 Hours per Fortnight) - Permanent
<b>Reports to:</b>	Director Aged Services
<b>Stakeholders:</b>	<i>Internal</i> – Director Aged Services (Key), Manager Corporate & Hospitality Services (Key), Clinical Operational Manager (Key), Nursing Team (Key) Organisational Staff, Care Recipients, Volunteers and Tenants of Bingarra Units Inc. <i>External</i> – Visitors, Contractors, Care Recipient Representatives, Visiting Medical Staff, Government Representatives, and other facility guests.
<b>Location:</b>	Chaffey Aged Care, Merbein. Victoria
<b>Classification:</b>	Conditions as per Chaffey Aged Care Enterprise Agreement 2016 with a negotiated salary package.

## The Organisation

Chaffey Aged Care is a leading provider of residential aged care in Sunraysia. We are committed to employing motivated and passionate staff capable of positively influencing others and who possess a strong sense of community and passion for Aged Care.

Chaffey Aged Care is a community-owned not-for-profit aged care facility governed by a voluntary Board of Directors. The facility has the capacity to accommodate 100 residents and provides permanent, respite and transition care services. We pride ourselves on the delivery of person-centred care that is consistent with contemporary ageing in place practices.

## Our Values & Philosophy

The Administration Officer (Consumer Support) will model and promote the Chaffey Aged Care vision, mission and values in all aspects of their work.

**Vision:** Excellence through leadership, innovation and best practice

**Mission Statement:** To deliver excellence through quality care, diversity through valuing differences, sustainability through service growth.

## **Values:**

**Respect** We demonstrate care, compassion and consideration in our interactions with residents, family, staff and the wider community

**Compassion** We act with sensitivity, empathy and consideration for others in every interaction with residents, families and the wider community

**Dignity** We recognise and embrace the diversity and value of each individual

**Integrity** We demonstrate honesty, credibility and ethics in all that we do, treating each individual fairly and exercising responsibility in decision making

**Accountability** Understands roles, uses resources wisely, delivers on time, timely decision making, achieves stretch goals, takes responsibility for the performance

**Excellence** Supports creativity & innovation, proactive & solution-focused, seeks out opportunities, embraces quality improvement, professionalism

## **Position Purpose**

The Administration Officer (Consumer Support), under the supervision of the Director Aged Services, will be expected to work in accordance with the philosophy and objectives of the facility to provide high-quality customer service and highly efficient support to consumers, assist them with making informed choices about their care and services and living the life they choose. Consumer support is delivered in a manner consistent with meeting the facility's requirements and maintains a culture of inclusion and respect. All records will be maintained in accordance with the requirements outlined in the Aged Care Standards.

### **1. Key Responsibilities Specific this Role**

- 1.1. To provide administrative support as directed by the Director Aged Services in all areas relating to the reception and customer service and consumer support requirements of Chaffey Aged Care and those identified by the key stakeholders; in the Manager Corporate & Hospitality Services, Clinical Operations Manager other Senior Staff.
- 1.2. Welcome visitors to the facility and provide a customer-focused reception / administrative service for the facility with prompt follow up of all enquiries in conjunction with Administration Officer (Reception).
- 1.3. Answer phones, redirect enquires to the appropriate person and undertake clear, actionable phone messages for absent staff in conjunction with Administration Officer (Reception).
- 1.4. Support the bookings and visiting processes to allow care recipients to remain connected to people of importance to them, utilising technology and maintaining the guidelines in place at the time.
- 1.5. Scanning, printing, binding, photocopying and faxing as required or directed.
- 1.6. Assist, as directed in collecting and collating data for use in mail outs, care recipient, and staff communications.
- 1.7. Assist care recipients with day-to-day inquiries and support for items including clothing labels, telephone services, lost property, resident fund accounts, additional services and payment and receipts of care recipient accounts.
- 1.8. Support care recipients to communicate their wishes with Privacy Dignity & Choice, which may include consultation and communication of specific outcomes through clinical management software.

- 1.9. Support care recipients with the coordination of outings and medical appointments, including liaison with external stakeholders (medical clinics, transport & support persons) and nursing staff to ensure the care recipient has a successful and well-supported outing or appointment.
- 1.10. Facilitate and coordinate practical support for care recipients to attend significant family events (not limited to weddings, anniversaries etc.), providing practical support and coordinating bookings for family events held within the facility, such as private dining, celebrations etc.
- 1.11. In the first instance, support care recipients to raise feedback (complaint, compliment or suggestions), complete documentation, and escalate any moderate or major concerns to senior staff.
- 1.12. Support prospective consumers to advance their enquiry into residential aged care, collecting primary contact information to refer to the Manager Corporate and Hospitality Services to support the development and maintenance of waiting lists.
- 1.13. Conduct tours of the facility for prospective consumers in consultation with Manager Corporate Hospitality Services.
- 1.14. Create and coordinate content for Care Recipient Newsletters and bulletins, coordinating with Lifestyle Teams the distribution of same.
- 1.15. Produce as requested, materials and information to support the work directives of the above.
- 1.16. Promote and support the work of Chaffey Aged Care and its subsidiaries through the high standard of communications necessary for this position.
- 1.17. Ensure the Director Aged Services is kept abreast of any issues that may impact the department's efficient running.
- 1.18. To prepare and produce routine documents, forms, correspondence, reports, minutes, databases and spreadsheets as required by the Director Aged Services which meet the Senior Staff requirements.
- 1.19. To undertake other administrative tasks as directed by the Director Aged Services and other key stakeholders.
- 1.20. Engage and provide support to the tenants of Bingarra Units Retirement Village as needed or directed.

## **2. Other**

- 2.1. Participate in other duties as directed within the intended scope of the role.

### **Attributes Essential for the Role (Technical Skills / Knowledge & Experience)**

- Work within the stated mission statement, vision and objectives of Chaffey Aged Care
- Work according to the Chaffey Aged Care policy, protocols and procedures
- Advanced skills associated with using the Microsoft Office Suite, in a particular word, excel, databases and web-based applications.
- Provide quality services in a manner that maintains and enhances the independence of residents and maximises their lifestyle options
- Ensure all residents are provided with a safe, secure, and friendly environment where individual choice and decision making are encouraged
- Practice open communication and pro-actively participate in problem-solving where issues or areas of disagreement arise
- To be aware of relevant legislative standards and guidelines and a commitment to ensuring the accreditation standards are followed

- Establish and maintain effective communication with residents, their relatives and friends to ensure the care recipients' physical and emotional well-being is optimised
- Establish and maintain effective communication and relations with other staff to support and promote a comfortable, homely and safe atmosphere for residents
- Be able to respond appropriately to residents with physical and cognitive disabilities or seek appropriate assistance
- To observe and report changes in the care recipient's behaviour or physical condition to the appropriate Nursing Staff or your Line Manager.
- Awareness of the Aged Care Quality & Safety Standards applicable within your scope of responsibility as an Administration Officer.

## **Key Selection Criteria**

- Demonstrated ability to maintain appropriate and accurate administrative records within a timely manner to achieve deadlines.
- Demonstrated ability to support and facilitate positive outcomes for consumers in a complex environment
- Demonstrated experience in delivering exceptional customer service.
- Demonstrated ability to follow instructions while multitasking.
- Demonstrated ability to work with minimal supervision
- Ability to cope with organisational change and work demands.
- Demonstrated experience interacting with a wide range of people.

## **Team Work**

- Contribute to a harmonious workplace and carry out duties cooperatively and respectfully that recognises other team members' role in the delivery of quality service.
- Actively contribute to the establishment and maintenance of constructive relationships within the team.
- Communicate in a clear, concise and accurate manner, while respecting the opinions and suggestions of others.
- Ability to work autonomously and to use initiative and demonstrate an innovative approach to tasks

## **Occupational Health and Safety**

- Maintain a safe work environment in accordance with organisational Occupational Health and Safety Policies and Procedures
- Participate in mandatory Health and Safety training and education
- Identify and report hazards in the workplace

### **Duties of employees:**

1. While at work, an employee must –
  - a. Take reasonable care for his or her own health and safety; and
  - b. Take reasonable care for the health and safety of persons who might be affected by the employee's acts or omissions at a workplace; and
  - c. Co-operate with his or her employer with respect to any action taken by the employer to comply with a requirement imposed by or under this Act or the regulations.
2. While at work, an employee must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare."

*Reference: OH&S Act 2004, Act No. 107/2004 Part 3, Division 4, Item 25.*

## Privacy & Confidentiality

- Comply with legislative requirements consistent with the Privacy Act
- Applying the principles of privacy and confidentiality to all work practices
- Adhering to organisational Privacy of Information Policy and Procedure at all times
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff
- Ensuring that any "Confidential Information" that becomes known through the course of employment within the organisation is kept confidential including information relating to Chaffey's: business or operational interests; methodology and affairs; financial information; and anything else that is notified as being confidential
- Compliance with legislative requirements and Chaffey Aged Care policies and procedures

## Qualifications / Registrations / Licences

- Current Driver's License (essential)
- Satisfactory criminal history check (essential)
- Satisfactory working with children check (essential)
- A relevant post-secondary qualification (desirable) / or Minimum of 3-5 years demonstrated experience in an equivalent position.

## Key Performance Criteria

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to establish performance and expectations clearly and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures by which performance will be appraised and evaluated.

Area of Performance:	
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Evidence of efficient communication between identified stakeholders.</li> <li>▪ Evidence of current and efficient application of software packages to produce documents, minutes, reports, letters, publications and worksheet.</li> <li>▪ Evidence of meeting set deadlines</li> <li>▪ Positive feedback from stakeholders concerning interactions and customer service.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Evidence of harmonious workplace.</li> <li>▪ Evidence of cooperation and respect with other staff members.</li> </ul>
<b>Compliance/ Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Compliance with the organisation's policies and procedures.</li> <li>▪ Evidence of timely resolution of non-compliance.</li> <li>▪ Evidence of assistance and contribution to the organisations quality framework and compliance requirements.</li> <li>▪ Evidence of appropriate/timely follow up/improvements</li> </ul>
<b>Occupational Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate responsibilities in the event of a fire or other emergencies.</li> <li>▪ Accurate and timely completion of adverse event documentation, incident reports and other compliance documents relating to OH&amp;S</li> <li>▪ Accurate and timely hazard alert reports.</li> <li>▪ Safely operates equipment at all times.</li> </ul>

## Performance Appraisal

The position requires completion of a six (6) month probationary period.

The Administration Officer's performance shall be evaluated by the Manager Corporate & Hospitality Services or delegate at three months service, six month's service and after 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

The organisations' policy outlines that concerns over skill and performance of employees are addressed wherever possible, through a performance appraisal which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

## The Spread of Hours and Days of Work

- 38 hours per week Monday to Friday within the span of 8 am to 8 pm
- The usual hours will be normal business hours as advised in the letter of offer/contract of employment.

## Physical Requirements

Due to the geographic layout and nature of work, employees will be required to undertake a diversity of tasks, which may require various forms of mobility. The following requirements will be needed to carry out the essential elements of the position as outlined in the position description. As the below list may not be conclusive, it is the responsibility of all staff employed by the organisation to follow all risk control strategies and be responsive to potential hazards when completing duties within this position. The frequency descriptions relate to the following time frames:

Continuous = 75% to 100% of the workday

Frequent = 25% to 75% of the workday

Infrequent = 0% to 25% of the workday

PHYSICAL DEMAND	FREQUENCY	COMMENTS
Standing and Walking	Frequent	Standing and walking are minor components of the position. They are required for the delivery of service and movement around the facility. It will require the ability to fully use both legs on a variety of surfaces.
Sitting	Continuous	Sitting is a major component of the position and is required when carrying out documentation or administration requirements.
Climbing	Infrequent	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Balancing	Infrequent	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out job requirements.
Lifting and carrying	Infrequent	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Infrequent	Pushing and pulling are required to draw, drag, push or tug objects around the facility including but not limited to trolleys.

<b>PHYSICAL DEMAND</b>	<b>FREQUENCY</b>	<b>COMMENTS</b>
Bending and Crouching	Infrequent	Bending at waist level whilst carrying out job requirements in the facility. Ability to crouch to floor level when required.
Kneeling	Infrequent	Kneeling can be required whilst carrying out job requirements.
Reaching and stretching	Frequent	Reaching and Stretching is required in carrying out administration duties, and in the movement of objects in the facility.
Twisting	Infrequent	Twisting may be required in the movement of objects in the facility. The ability to reach in all directions and to twist at the waist is required.
Grasping/Finger Movement	Continuous	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects and in carrying out administration duties. It will require the ability to do repetitive motions with hands, wrists and fingers.
Handling and Feeling	Continuous	Handling and feeling are required in carrying out administration duties, finger dexterity and hand–eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or clients by touching with skin, particularly that of the fingertips.
Talking	Continuous	Required for the delivery of client care and job requirements. An excellent understanding of the English language is required when dealing with residents, relatives, allied health professionals and other facility staff. Also the ability to communicate effectively.
Hearing	Continuous	Required for job requirements. Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Continuous	Required for the delivery of client care and job requirements. Ability to maintain 20/40 vision using correction, if required. Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Continuous	Required for job requirements. Ability to distinguish odours and identify hazards.
Repetitive Motions	Continuous	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.

### **Additional points to note**

This document forms part of the Contract of Employment.

This position may, after due consultation, be revised and amended from time to time to meet organisational and operational requirements.

## Employee Position Declaration

I .....have read and understood the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed\*, outlining the Employment Details. *\*delete as necessary*

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_

Director Aged Services or Authorised Key Personnel Delegate

Acknowledged \_\_\_\_\_ Date \_\_\_\_\_

Employee

## Document Control

---

**Assigned Review Period:** 5 Yearly Maximum

---

**Date of Next Review:** December 2025

---

## Revision Record

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
2021-01	1.01	Formation of a new document with input from Chief Executive Officer, Manager Corporate & Hospitality Services, and Director Aged Services. Ratified for approval by Director Aged Services