



Position Description

POSITION DETAILS

Position Title:	Administration Officer
Reports To:	Business Manager
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	Wage Skill Group 1, Pay Point 1 (WSG1PP1)

ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long-standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The role of Administration Officer involves delivering administrative and clerical services with a professional and client-centred approach to ensure the smooth and efficient operation of Woorayl Lodge.

Responsibilities include general reception and office duties, accounts payable and receivable, managing information systems to ensure current and accessible data, updating electronic systems, noticeboards, policy and procedure manuals, maintaining accurate data and statistics registers, collaborating in the development of new procedures and revising existing procedures related to administration and information systems, and ensuring timely dissemination of information.

Practice must always be in a manner consistent with:

- The vision, values, mission, policies and procedures of Woorayl Lodge.
- The Charter of Aged Care Rights
- The Employee Code of Conduct
- The Australian Privacy Principles (Cth)
- The Aged Care Act (Cth) and the Aged Care Quality Standards (Cth)
- The Occupational Health and Safety Act 2004 (Vic)

KEY SELECTION CRITERIA

Essential

- Extensive administration experience in a busy office environment.
- Advanced computer skills using Microsoft Office programs and the ability to quickly adapt to new systems.

- Well-developed interpersonal skills and ability to work with residents, staff and visitors of differing cultural, ethnic and socio-economic backgrounds whilst maintaining role and professional boundaries.
- Excellent organisational skills and time management with the ability to meet deadlines.
- Excellent attention to detail and being able to maintain confidentiality at all times.
- Current satisfactory Police Check.

Desirable/Highly Regarded

- Previous experience working in aged care or health administration.

PROFESSIONAL RESPONSIBILITIES

- Recognise the need for and actively participate in continuing education and development.
- Where service delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Participate in the annual Performance Review process.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to residents, employees and the operations of Woorayl Lodge.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table provides an overview of the various functions that the Administration Officer will learn and be expected to undertake. The list should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Administration	<ul style="list-style-type: none"> ▪ Provide general reception and office duties for Woorayl Lodge Inc. ▪ Provide prompt, efficient and courteous communication in telephone answering, message taking and information transfer. ▪ All communication is handled in a manner that enables the efficient flow of information within Woorayl Lodge between residents, their families and staff. ▪ Provide a high level of customer service to all internal and external service providers, meeting and greeting all families and visitors in a prompt, professional and courteous manner. ▪ Coordinate and manage the mail processing. This includes ensuring all incoming and outgoing mail is processed, posted and distributed accordingly and in a timely manner. All mail to government, regulatory and certification bodies (external mail) is logged as required by Woorayl Lodge. 	<ul style="list-style-type: none"> ▪ Evidence of prompt, efficient communication in telephone answering, message taking and information transfer. ▪ Evidence of positive feedback from staff, residents, their relatives and external providers regarding customer service. ▪ Evidence of efficient communication between residents, their families, staff and the wider community. ▪ Evidence of timely processing of incoming and outgoing mail including distribution and posting. ▪ Evidence of current and efficient application of software packages to produce

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> Operate and utilise the advanced functions of Microsoft software packages, to produce documents, reports, letters, publications and worksheets. All files and information are stored in a confidential manner and are inaccessible to non-authorised personnel. Maintain accurate and current information and contact details for resident representatives, staff and external providers including visiting medical personnel and distribute accordingly within organisational privacy and confidentiality guidelines. Update Contractors insurance, police checks and certificates as required. Update safety data sheets as required. Create and update forms and documents as required. Provision of support to residents and their families with administration issues and queries, ensuring comments, suggestions and / or concerns is managed effectively and efficiently. Encourage residents to maintain their independence and to provide assistance where required with communication and other administrative functions. Encourage and support residents to give feedback and make complaints as applicable. Register and report all hazards, risks, incidents, improvements and maintenance requests. Order sufficient stationery/office supplies to aid staff to perform their job roles. Follow Woorayl Lodge's purchasing procedures when making purchases. Coordinate document and data control including the archiving of superseded documents and issuing of new and amended documents, ensuring they are numbered and logged. Manage computer directory systems and develop and maintain an effective electronic document filing system and archive obsolete electronic files. 	<p>documents, reports, letters, publications and worksheets.</p> <ul style="list-style-type: none"> Evidence of accurate records in relation to receipting and petty cash. Evidence of accurate maintenance of computer directory systems and effective electronic document filing system. Evidence of efficient ordering of stationery/office supplies. Evidence of following correct purchasing procedures.
Accounts Payable	<ul style="list-style-type: none"> On receipt of mail extract invoices etc. that are ready for input to Accounts Payable module; return to senders any invoices that have been forwarded to Finance without appropriate authorisation. Accurately process all authorised invoices through the financial system and organisation's Chart of Accounts. All creditor payments and credits are processed in accordance with Woorayl Lodge's policies and procedures and manage the relevant hardcopy documents and electronic records. Assist in the preparation of creditor reports and follow up on outstanding documentation and unrepresented cheques. Respond to all enquiries from suppliers and managers / supervisors as they relate to the payment of accounts. 	<ul style="list-style-type: none"> Evidence of accurate processing of all invoices. Evidence of accurate reconciliation of monthly statements. Evidence of follow up of outstanding invoices and unrepresented cheques. Evidence of accurate petty cash reconciliation. Evidence of preparation of reports in a timely manner.

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> Provide back up and assistance to Accounts Receivable and other finance functions as required by the Co-CEO Corporate Services. 	
Accounts Receivable	<ul style="list-style-type: none"> Accurate and prompt processing of all resident information including new admissions, discharges and transfers to all Woorayl Lodge. Assist in the maintenance of Woorayl Lodge's resident billing systems including ledgers, in accordance with Accounting Standards, Statutory Requirements and Woorayl Lodge's Policies and Procedures. Process the accounts receivable of Woorayl Lodge, including clients, resident trust accounts, debtors, WorkCover payments and government funds. Receipt and bank all incoming donations and monies received by Woorayl Lodge. Assist in the preparation of monthly Profit and Loss and Balance Sheet reports within specified timelines. The maintenance of accurate records relating to the collection and receipting of all fees. 	<ul style="list-style-type: none"> Evidence of accurate processing of all invoices. Evidence of accurate reconciliation of monthly statements. Evidence of preparation of reports in a timely manner. Evidence of timely collection of fees from residents or their nominated representative.
Finance	<ul style="list-style-type: none"> Attend to banking and receipting on a daily basis. Record and balance Hostel petty cash. Reconcile Hostel petty cash monthly and prepare report. Charge out to residents, applicable items to recoup expenses where appropriate. Post receipts to accounting software. Compile the compilation and lodgement of electronic payments. Oversee the authorisation and finalisation of electronic payments. As necessary, write cheques and post. Input cheques issued to accounting software. Raise Permanent residents' debtors monthly. Raise Respite residents' debtors as required. Maintain all aspects of accounting software. Maintain Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP) registers in line with current government guidelines and legislated compliance. Actively support the pursuit of fund-raising activities in line with the policies and procedures of Woorayl Lodge. 	<ul style="list-style-type: none"> Evidence of accurate banking and receipting. Evidence of accurate reconciliation of petty cash. Evidence of accurate data entry into finance software. Evidence of accurate reconciliation of debtors.
Teamwork	<ul style="list-style-type: none"> Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service. Actively contribute to the establishment and maintenance of constructive relationships within the team. Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others. Regularly attend and participate in required meetings. Draft agendas, meeting minutes, memorandums and information for staff and distribute. 	<ul style="list-style-type: none"> Evidence of harmonious workplace. Evidence of cooperation and respect for other staff members. Evidence of regular attendance at meetings relating to position.

Key Result Areas	Accountabilities	Performance Measures
Continuous improvement /quality management	<ul style="list-style-type: none"> Comply with Woorayl Lodge's policies and procedures. Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services. Integrating administration procedures within the Continuous Improvement program framework, including monitoring, audit and evaluation systems. Conduct quality audits as directed by the Administration Manager. Participate in the formulation of new procedures and review of existing procedures relating to administration and information systems. Active participation in the Continuous Improvement program. Participate in change activities; to this end this position description is intended to clarify the main areas of responsibility. The staff member may be asked to perform other duties as requested within the range of their knowledge and skill level. 	<ul style="list-style-type: none"> Compliance with Woorayl Lodge's policies and procedures and laws. Accreditation compliance in outcomes relevant to position. Evidence of timely resolution of non-compliance. Evidence of assistance in Woorayl Lodge annual internal audit compliance. Improvement logs; evidence of appropriate / timely follow up / improvements. Evidence of participation in formulation of new procedures and reviewing of existing procedures relating to administration and information systems.
Health and Safety	<ul style="list-style-type: none"> Support a safe, healthy work environment for all staff that meets regulatory requirements. Adhere to Health and Safety regulations, policies and procedures. Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues, residents and visitors. Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self, residents and visitors as appropriate. Monitor the safety of equipment and equipment is maintained and operated in a safe manner in line with manufacturers' instructions and organisational guidelines. Report any breakdown or maintenance requirements to Office Manager. Report all accidents / incidents immediately in accordance with organisational guidelines. Participate in training and education sessions regarding health and safety. Escalate issues which put other staff, residents or visitors at risk to the Business Manager. If the response is unsatisfactory or a response has not been received, it is understood that the issue can be escalated to the Co-CEO Corporate Services. It is understood that vexatious complaints can result in prosecution. 	<ul style="list-style-type: none"> Ability to demonstrate role in the event of fire or other emergency. Accurate and timely completion of resident / staff / visitor incident form including any first aid / follow up actions. Accurate and timely hazard alert reports and corrective actions. Evidence of operation of equipment in a safe manner at all times.

PERFORMANCE REVIEW

The Administration Officer's performance shall be evaluated by the Business Manager or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*