



Position Description

POSITION DETAILS

Position Title:	Administration Manager
Reports To:	Co-CEO – Corporate Services
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Dependent on qualifications and experience

ABOUT US

Woorayl Lodge Inc is a not-for-profit residential aged care provider nestled in the rolling hills of South Gippsland and located in Leongatha, close to beautiful coastal communities and local attractions.

Established by the local Rotary Club and officially opened on 14 December 1960, Woorayl Lodge Inc began with just three residents and has grown to provide residential aged care and independent living accommodation for older people in the region. We remain proudly community-owned and governed, with a strong sense of local identity and community support.

We are committed to providing a safe, welcoming and homelike environment where older people are respected, supported and empowered to live meaningful and fulfilling lives. Our team works in partnership with consumers, families and the community to honour each person's individuality, preferences, culture and life story, promoting wellbeing, dignity and connection.

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 Administration Manager is responsible for the effective leadership and coordination of Woorayl Lodge’s non-clinical administrative and facilities functions, ensuring the organisation operates efficiently, compliantly and in alignment with its strategic and operational objectives.

Reporting to the Co-CEO – Corporate Services, the role provides day-to-day leadership and supervision of Administration staff and Maintenance, and ensures that office operations, corporate systems, facilities coordination and supporting processes function smoothly and consistently across the organisation.

The Administration Manager plays a key role in supporting sound governance, risk management and quality systems, and provides oversight of administrative and financial processes to ensure accuracy, timeliness and compliance. While not a hands-on finance processing role, the position works closely with senior leadership and relevant specialists to support effective financial controls, reporting readiness and operational decision-making.

This role also contributes to continuous improvement, accreditation and compliance activities, promotes a positive and accountable workplace culture, and supports staff capability through clear expectations, supervision and performance development.

Practices must always be carried out in a manner consistent with:

- The mission, vision and values of Woorayl Lodge Inc
- Woorayl Lodge Inc policies, procedures and Code of Conduct
- The Aged Care Act 2024 (Cth) and Statement of Rights
- The Aged Care Code of Conduct
- The Aged Care Quality Standards
- The Australian Privacy Principles (Cth)
- The Occupational Health and Safety Act 2004 (Vic)
- Safe Work Australia & Manual Handling requirements
- Infection prevention and control standards and procedures

KEY SELECTION CRITERIA

Essential

- Demonstrated experience in an administration, operations or corporate services role, preferably within aged care, health or a similarly regulated environment.
- Proven ability to supervise, support and manage staff, including setting expectations, providing feedback and addressing performance issues.
- Sound understanding of compliance, governance and risk management requirements, and the ability to work within legislative, regulatory and organisational frameworks.
- Experience providing oversight of administrative and financial processes to ensure accuracy, timeliness and compliance (noting this is not a hands-on finance processing role).
- Well-developed organisational, communication and interpersonal skills, with the ability to manage competing priorities and work effectively with a range of stakeholders.
- Advanced computer skills, including confidence using Microsoft Office and organisational systems.
- Commitment to Woorayl Lodge Inc.'s values, the Charter of Aged Care Rights, the Aged Care Act 2024 and the Aged Care Quality Standards.
- Current satisfactory National Police Check, Working with Children Check, and annual influenza vaccination.

Desirable/Highly Regarded

- Experience working in an aged care or health service environment.
- Knowledge of the Aged Care Act 2024 and Aged Care Quality Standards.
- Experience supporting accreditation, audits or quality improvement activities.
- Relevant tertiary qualification in administration, business, management or a related field.

RIGHTS-BASED CARE COMMITMENT

Woorayl Lodge Inc provides care and services in accordance with the Aged Care Act 2024, the Statement of Rights and the Aged Care Quality Standards. All employees are expected to uphold older people's rights to dignity, choice, independence, privacy, identity, safety, social connection and supported decision-making, and to support consumers to express concerns and access advocacy without fear of reprisal.

PROFESSIONAL RESPONSIBILITIES

- Maintain professional, ethical and accountable practice in accordance with legislative requirements, organisational policies and the Employee Code of Conduct.
- Maintain current knowledge of relevant legislation, standards and best practice relating to administration, governance and aged care services.
- Participate in mandatory training, education and competency requirements as directed by Woorayl Lodge Inc.
- Actively participate in supervision, performance development and review processes.
- Seek guidance and escalate matters appropriately where issues are unclear, complex or beyond the scope of the role.
- Comply with privacy and confidentiality requirements when accessing, managing or communicating information relating to residents, staff and the operations of Woorayl Lodge Inc.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Corporate operations	<ul style="list-style-type: none"> ▪ Oversee the effective day-to-day operation of administrative and office functions to ensure efficient, consistent and professional service delivery across Woorayl Lodge. ▪ Provide leadership and direction to Administration staff to ensure reception, communication, records management and office processes operate smoothly and in line with organisational requirements. ▪ Ensure corporate systems, documentation and information management practices are maintained accurately, securely and in accordance with privacy, confidentiality and legislative requirements. ▪ Oversee coordination of contractors, services and office resources to support operational needs, including liaising with internal stakeholders and external providers as required. ▪ Ensure administrative procedures and workflows are documented, reviewed and applied consistently across the organisation. 	<ul style="list-style-type: none"> ▪ Office and administrative functions operate efficiently with minimal disruption to residents, staff and visitors. ▪ Administrative systems and records are accurate, current and compliant with organisational and legislative requirements. ▪ Positive feedback is received regarding responsiveness, professionalism and consistency of administrative services. ▪ Operational issues are identified early and addressed or escalated appropriately.
People leadership	<ul style="list-style-type: none"> ▪ Provide effective leadership, supervision and support to Administration staff and Maintenance, setting clear expectations and promoting accountability and professionalism. ▪ Allocate work appropriately and monitor performance to ensure duties are carried out effectively, safely and in line with organisational requirements. ▪ Undertake regular supervision, probation and performance development reviews, and address performance concerns in a timely and appropriate manner. ▪ Support staff capability through coaching, feedback and access to relevant training and development opportunities. ▪ Promote respectful workplace behaviours and effective communication, and manage interpersonal issues, grievances or conflicts in consultation with senior leadership and Human Resources as required. 	<ul style="list-style-type: none"> ▪ Staff understand their roles, responsibilities and performance expectations. ▪ Performance reviews, probation reviews and supervision processes are completed within required timeframes and appropriately documented. ▪ Performance issues are identified early and managed constructively and in accordance with organisational policies. ▪ Evidence of a positive, respectful and cooperative workplace culture within the team.
Financial oversight	<ul style="list-style-type: none"> ▪ Provide oversight of administrative and financial processes to ensure accuracy, timeliness and compliance with organisational policies, legislative requirements and internal controls. ▪ Monitor the effectiveness of systems and processes supporting accounts payable, accounts receivable, payroll and billing functions, escalating issues or risks as required. 	<ul style="list-style-type: none"> ▪ Administrative and financial processes operate in a timely, accurate and compliant manner. ▪ Issues or discrepancies are identified early and addressed or escalated appropriately. ▪ Required documentation and records are maintained and

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> ▪ Work collaboratively with the Co-CEO – Corporate Services and relevant specialists to support financial reporting readiness, audits and compliance activities. ▪ Support the maintenance of appropriate records, registers and documentation to enable accurate reporting and effective decision-making. ▪ Identify opportunities to improve efficiency, controls and workflow within administrative and financial processes. 	<ul style="list-style-type: none"> ▪ available to support reporting, audits and reviews. ▪ Improvements to systems or processes are identified and implemented where appropriate.
Governance, and compliance	<ul style="list-style-type: none"> ▪ Support effective governance practices by ensuring administrative and operational processes align with legislative, regulatory and organisational requirements. ▪ Monitor compliance with relevant legislation, standards and internal policies, and escalate risks or non-compliance to senior leadership as required. ▪ Support the maintenance and review of policies, procedures and registers relevant to administrative, facilities and corporate services functions. ▪ Contribute to organisational risk management by identifying, documenting and supporting the mitigation of operational and compliance risks. ▪ Support transparent and consistent record-keeping and reporting to enable informed decision-making and regulatory accountability. 	<ul style="list-style-type: none"> ▪ Governance and compliance obligations relevant to the role are met and appropriately documented. ▪ Risks and non-compliance issues are identified, recorded and addressed in a timely manner. ▪ Policies, procedures and registers are maintained, current and accessible. ▪ Accurate and reliable information is available to support governance and compliance reporting.
Quality and improvement	<ul style="list-style-type: none"> ▪ Support the implementation and maintenance of quality systems relevant to administrative, facilities and corporate services functions. ▪ Contribute to continuous improvement activities by identifying opportunities to improve processes, systems and service delivery. ▪ Support preparation for accreditation, audits and reviews by ensuring required documentation, records and evidence are accurate and available. ▪ Monitor and support the follow-up of improvement actions within agreed timeframes. ▪ Encourage staff to participate in quality activities and promote a culture of continuous improvement and accountability. 	<ul style="list-style-type: none"> ▪ Quality systems and documentation relevant to the role are maintained and accessible. ▪ Improvement actions are identified, documented and progressed within agreed timeframes. ▪ Required information and evidence are available to support accreditation and audit activities. ▪ Staff demonstrate awareness of quality and continuous improvement processes.
Facilities oversight	<ul style="list-style-type: none"> ▪ Provide oversight of facilities, maintenance and asset management functions across Woorayl Lodge, including the Independent Living Units, to ensure buildings, grounds and equipment are safe, functional and well maintained. ▪ Work collaboratively with the Maintenance Manager to ensure maintenance priorities, schedules and issues are identified, communicated and addressed in a timely manner. ▪ Support asset management by monitoring facilities-related issues and contributing information to planning for repairs, replacements and upgrades. ▪ Liaise with internal stakeholders and residents, as appropriate, to minimise disruption and support effective coordination of maintenance activities. 	<ul style="list-style-type: none"> ▪ Facilities, grounds, equipment and Independent Living Units are maintained in a safe, functional and presentable condition. ▪ Maintenance priorities and issues are identified, communicated and progressed in collaboration with the Maintenance Manager within appropriate timeframes. ▪ Facilities-related issues and asset information are accurately monitored and contribute to informed planning for repairs, replacements and upgrades. ▪ Maintenance activities are coordinated in a way that minimises disruption to

Key Result Areas	Accountabilities	Performance Measures
		residents, Independent Living Unit residents, staff and operations.
Work health and safety	<ul style="list-style-type: none"> ▪ Support a safe and healthy workplace by ensuring administrative and facilities practices align with workplace health and safety legislation, organisational policies and procedures. ▪ Monitor and escalate work health and safety issues, hazards and incidents relevant to the role, and support appropriate follow-up actions. ▪ Support consultation and communication processes relating to work health and safety, including participation in relevant meetings and reviews as required. ▪ Ensure staff are aware of their work health and safety responsibilities and access required information, training and reporting processes. ▪ Take reasonable care for their own health, safety and wellbeing, and ensure they are fit for work and able to safely perform the inherent requirements of the role. 	<ul style="list-style-type: none"> ▪ Work health and safety risks and issues relevant to the role are identified, reported and escalated in a timely manner. ▪ Incidents and hazards are documented accurately and followed up in accordance with organisational procedures. ▪ Evidence of effective communication and consultation regarding work health and safety matters. ▪ Compliance with organisational work health and safety policies and procedures is demonstrated. ▪ Demonstrated compliance with fit-for-work and wellbeing expectations, including appropriate self-management of fatigue and workload.

PERFORMANCE REVIEW

Performance will be evaluated by the Co-CEO – Corporate Services or delegate at three months, 5.5 months, 12 months and annually thereafter, or as required.

Performance reviews will assess:

- Demonstration of Woorayl Lodge Inc.’s values and compliance with the Employee Code of Conduct.
- Effective leadership, communication and professional workplace behaviour.
- Compliance with relevant legislation, policies and procedures, including aged care standards.
- Effectiveness in overseeing administrative, facilities and corporate services functions.
- Contribution to quality improvement and continuous improvement activities.
- Safe and responsible work practices, including personal wellbeing and fitness for work.

Woorayl Lodge Inc. supports development through a fair and collaborative review process, with performance concerns addressed constructively in accordance with organisational policies.

EMPLOYEE POSITION DECLARATION

I have read and understand this Position Description and confirm that I have the capacity and commitment to perform the duties described. I agree to comply with Woorayl Lodge Inc policies, procedures, values and Code of Conduct, and to uphold the rights of older people in accordance with the Aged Care Act 2024, Statement of Rights and Aged Care Code of Conduct.

I understand this Position Description outlines the key requirements of my role and may be updated to reflect organisational, operational or regulatory requirements.

Values Commitment

I commit to demonstrating the values of Woorayl Lodge Inc in my work and interactions:

- Inclusiveness – ensuring all individuals feel welcomed, respected and valued
- Community – fostering connection, belonging and shared purpose
- Understanding – listening and responding with empathy and respect
- Individuality – recognising and supporting each person’s unique needs and identity
- Wellbeing – promoting dignity, comfort, safety and quality of life

I will uphold these values in all aspects of my role and contribute to a positive, rights-based culture that empowers older people to live the life they choose.

Signature*: _____

Print name: _____

Date: _____

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