



**BANKSIA
VILLAGES**

BROULEE

POSITION DESCRIPTION

Lodge Administration Officer

(Job Share)

1. POSITION OBJECTIVES

- To provide friendly, professional and timely service and assistance to residents and families of Banksia Lodge and ensure the smooth operation of reception services.
- Facilitate the smooth flow of administrative information between internal stakeholders and external service providers and networks.
- Support Lodge management in the effective and efficient conduct of administrative functions within Banksia Lodge.

2. SCOPE

The Lodge Administration Officer is a customer service and general administrative support role. The Lodge Administration Officer acts as a liaison point between staff, external stakeholders, residents and their families.

3. REPORTING

The Lodge Administration Officer reports to the Administration & Domestic Services Manager (ADSM).

4. DUTIES & RESPONSIBILITIES

4.1 Customer Service

Main activities

- Ensure smooth operation of all reception services, including receive and direct customer service enquiries in person, telephone, email and online enquiries.
- Provide support to Roster Supervisor as required.
- Facilitate resident/family phone, Face Time and/or Zoom calls
- Conduct screening checks ensuring visitors to the Lodge observe appropriate infection prevention and visitation requirements.
- Register enquiries for permanent and respite care.

4.2 Front Office Administrative Duties

Main Activities

- Respond to and communicate daily roster/shift changes as directed by Lodge management and/or Roster Supervisor.
- Record, prepare and distribute minutes for Lodge stream meetings.
- Filing, records management and archiving.
- General administrative support including drafting of letters, processing of post, maintenance of registers, photocopying, filing and record keeping.
- Maintenance of stationery store, ordering of stock as authorised and checking of deliveries.
- Process linen orders as required.
- Enter resident and staff maintenance requests into maintenance software platform as required.
- Oversee petty cash, staff/visitor meal funds and resident cash floats, including security, transactions and reconciliation.
- Make appointments where required for Banksia's hair salon and physiotherapist.
- Make & confirm appointments, liaise with external network of service providers, stakeholders and professionals.
- Liaise, correspond and communicate with clinical staff to ensure smooth flow of clinical, operational and administrative information.
- Liaise with administration and maintenance to ensure clear communication of Lodge requirements and exchange of information.

4.3 Administrative Duties (Grade 5 duties only)

Main Activities

- Oversee and maintain permanent and respite enquiry register.
- Assist with the maintenance of the permanent and respite occupancy registers.
- Respond to care navigator enquiries within the scope of policy and procedure.
- Respond and action requests for respite care through to approval stage.
- Prepare for arrival of respite residents, including preparation of agreement, financial documentation and correspondence with clinical team.
- Conduct facility tours.
- Assist with the preparation and submission of monthly Medicare claim.

4.3 General Duties

Main Activities

- General duties as requested from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

5. KNOWLEDGE SKILLS & ATTRIBUTES

5.1 Knowledge

- Working knowledge of Microsoft office and ability to adapt to sector specific software.
- Knowledge of the Aged Care Act 1997 (desirable)

5.2 Skills

- Highly developed communication, interpersonal and problem solving skills
- Highly developed administrative skills

5.3 Attributes

- Ability to provide friendly, positive and supportive customer service to clients in a diversity of circumstances
- Highly organized, able to prioritise tasks and work to a deadline
- Able to work independently and as part of a small team
- Honest, trustworthy and reliable
- Punctual and well presented

6. QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

6.1 Qualifications

- Year 10 certificate (essential)
- Certificate III (or higher) in administration, accounting, business or similar (desired)

6.2 Experience

- Minimum 2 years' experience in Reception and/or administration role
- Experience in the aged care sector (desirable)

6.3 Other Requirements

- Successfully pass a National Police Check and maintain professional suitability
- Successfully pass a medical assessment and maintain physical ability to perform inherent duties of the role

7. WORKING CONDITIONS

7.1 Hours of Work

Hours and days of work will be subject to job sharing arrangements, which will require flexibility and negotiations at times.

Core hours are Monday to Sunday 0900 – 1700.

7.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023. The following classification applies;

Classification	First pay after 1/1/2025
Clerical Support Services – Level 4	\$31.33
Clerical Support Services – Level 5	\$32.77
Clerical Support Services – Level 7	\$34.32

This is a permanent part-time position.

Salary packaging arrangements (immediately) and meals and entertainment benefits (after 3 months completed service) are available for this position.

8. PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Customer Service	1. Customer service	Ability to politely, consistently and competently deal with customer enquiries by phone, in person or electronically.
2. Administration	1. Administrative tasks 3. Internal stakeholders 4. External stakeholders	Extent to which the employee has completed allocated administrative tasks in a time efficient, accurate and complete manner. Ability to maintain critical relationships at department and inter-department level and ensure smooth flow of information. Extent to which the employee has maintained external relationships promoting positive and seamless communication within the network sector.
3. Employee behavior	1. Attendance and reliability 2. Teamwork 3. Company values	Extent to which the employee has maintained good attendance, been reliable and punctual. Ability to complete assigned tasks, liaise and work with others and willingness to uphold teamwork and positive workplace relations. Extent to which the employee has embraced and behaved in accordance with company values.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management may complete a file note relating to this position.

Assessment will be conducted by the ADSM and will be reviewed by HRM. The review meeting will be conducted in accordance with approved policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months and then at 12 month intervals.

Self-Assessment

Self-assessment will be requested if deemed required by management.

9. REVIEW

This job description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.