



POSITION STATEMENT

POSITION TITLE: Receptionist

REPORTS TO: People, Culture and Safety Manager

AWARD/AGREEMENT: Boneham Aged Care Service INC. Aged Care Sector Employees & ANMF-SA Enterprise Agreement 2019

CLASSIFICATION: Level 1 to 4

(Subject to assessment of skills and competence)

POSITION STATEMENT

The Receptionist is responsible to the People, Culture and Safety Manager, in accordance with BACS Vision Mission and Values and is responsible for the provision of clerical and administrative support.

KEY OUTCOMES AND RESPONSIBILITIES

The following outcomes will inform KPIs, assessable as part of performance assessment.

- Answering incoming phone calls and enquiries with a friendly and approachable manner, directing calls correctly and with the necessary information to the intended recipient.
- The ability to provide general assistance and direction to visitors, as the first point of call within the organisation.
- A proven ability to interact and communicate positively with aged residents in a manner that is respectful and value adding.
- Proactively assist with a wide variety of administrative tasks to support various work groups, where the need is required.
- Maintaining and updating resident admission packs (respite and permanent), with direction from the Director of Care and Clinical Coordinator
- Assisting with roster management and scheduling of shifts, ensuring staff are appropriately notified of any changes or requirements.
- Assisting kitchen staff with the printing, distribution, and collection of resident menus (weekly), and maintaining resident care plans
- Liaising with all stakeholders of the organisation, including residents and staff with the aim to complete various tasks which requires input from more than one source.
- Attending to internal calls from a wide range of clients in an efficient and professional manner.

QUALIFICATIONS

- 12-months or more previous employment in similar administration-based position
- Cert 111 in Business Administration (desired)

SKILLS, KNOWLEDGE AND ATTRIBUTES

- Experience in a health-related work environment
- Previous exposure to computer applications
- Integrity and a demonstrated commitment to excellent care of the aged.
- Ability to communicate sensitively with clients/residents and relate with others including direct care staff, relatives, and Health Professionals
- Ability to work in a confidential manner
- Ability to work as a team member

- Ability to work independently, efficiently and effectively with minimal supervision, with willingness to undertake a diverse set of tasks
- Ability to display self-motivation and initiative
- Ability to maintain confidentiality
- Effective time management and organisational skills
- Proficient in the use of the Microsoft Office suite including sound knowledge of Excel, Outlook and Word
- Effective communication skills (both written and verbal)
- Demonstrated keyboard skills
- Provision of clerical services
- Experience in the use of a switch board and the provision of reception duties in an office environment

MANDATORY REQUIREMENTS

Police check satisfying requirement of the Aged Care Act 2024 (less than 3 years old).

In accordance with the Aged Care Act 2024 the person occupying this position must not be:

- Someone who has been convicted of an indictable offence
- Someone who is an insolvent under administration
- Someone who is of unsound mind.

OTHER REQUIREMENTS

Work Health & Safety Responsibilities

- All staff have a legal obligation to ensure that they comply with Work Health and Safety regulations and the organisational policies, procedures and standards.
- Promote effective work health and safety practices from all staff.
- Monitor compliance with work health and safety legislation.

Equal Employment Opportunity Principles

- Promote and implement policies and procedures in relation to EEO and the prevention of bullying, harassment, and intimidation.

Consumer Rights

- Demonstrating knowledge and commitment to resident's rights and responsibilities, with regard to health care provision.

Confidentiality

- Demonstrating an understanding of confidentiality and privacy policies and legislation.

Disability Discrimination

- Promote and apply policies, procedures and practices that ensure the elimination of discrimination against all people with disabilities in accordance with the Disability Discrimination Act.

PERFORMANCE APPRAISAL

New Employees:

Orientation will be the first step in the performance appraisal process. Reviews will be undertaken during the six-month probationary period to check progress and development and that the Staff Induction Checklist is completed.

All Employees:

- Participate in an annual performance appraisal and/or review by staff.

- Meet the key performance indicators as agreed with the chief executive officer on an annual basis.
- Act in accordance with professional, legislative and organisational standards, policies and procedures.
- Seek out professional development and ongoing educational opportunities in order to maintain a high level of professional skill and job satisfaction.
- Attend all sessions at the compulsory study days on an annual basis.
- Comply with the Boneham Aged Care employee code of conduct at all times.
- Attend staff meetings as required.

Compliance and Continuous improvement

- Facilitate/comply with/ monitor implementation of relevant quality standards to ensure ongoing compliance and accreditation status.

Other Duties

- From time to time the People, Culture and Safety Manager may direct other duties be carried out.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted, or modified, in consultation with the PC&S Manager as necessary. Position statements and employee performance will be reviewed regularly.

I, _____ have read and understood this position description and accept that this and the duties list for this position form the contract of employment.

People, Culture and Safety Manager:

Signed:..... Date:.....

Employee:

Signed:..... Date:.....