

Employment

## Position Description

<b>Position:</b>	Administration Assistant – Record Administration
<b>Award:</b>	<i>Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2021-2025</i>
<b>Classification:</b>	As Per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	As relevant

### Position Objective(s)

To provide administrative coordination of Lyndoch Living's client and resident records ensuring accuracy, confidentiality and compliance.

### Lyndoch Living Vision

By recognising each person for the individual they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

### The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine pillars" have been identified.

#### **One Team**

We value and recognise individuality as a vital part of developing a unified voice.

#### **Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

#### **Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

#### **Yes Culture**

We always start with 'yes' in every deliberation.

### **Customer Service**

We ensure that customers feel engaged and valued in every interaction.

### **Innovation**

We will enhance our services and exceed customers' expectations, by embracing innovation and fresh ideas.

### **Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

### **Safety**

We actively promote safety through the provision of innovative and high quality training, monitoring of risk and compliance with OHS regulations

### **Social Purpose**

Through the social conscience of our staff and consumers we actively engage with causes that impact our local community

## Key Responsibilities and Duties

### **Administrative duties**

- Provide administrative management of past and present resident records liaising with Managers to track and maintain storage and access
- Manage the storage and destruction of records within the guidelines set out in organisational policy and procedure and legislative requirements
- Keep up to date data on records in storage to ensure accuracy and speed of access.
- Maintaining an efficient filing system

## Organisational Relationships

**Reports to:** Manager – Quality and Continuous Improvement

**Supervises:** Nil

**Internal Contacts:** All Lyndoch staff, residents, clients, families

**External Contacts:** Members of the Public, Contractors, Suppliers

## Specialist Knowledge and Skills

The following knowledge and skills are required:

- Demonstrates excellent customer service
- Proficient in the use of Microsoft applications relating to spreadsheets and word processing
- Competent in clerical duties

- Develop a working knowledge of the requirements to maintain documents as per Lyndoch policy and legal requirements and standards

## Management Skills

The following management skills are required:

- Ability to prioritise and complete tasks to an agreed time frame
- Ability to ensure efficient and effective utilisation of resources
- Demonstrates evaluation of work processes/systems and suggests change as necessary
- Ability to work unsupervised while continuing to meet requirements

## Interpersonal Skills

The following interpersonal skills are required:

- Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people
- Ability to communicate in both written and verbal forms
- The ability to work independently and collaboratively within a team environment

## General

- Conduct work in line with all relevant OH&S legislation, the Aged Care Quality and Safety Standards, and in accordance with organisational policies and procedures
- Displays a commitment in a discrimination and harassment free work environment
- Commitment to ensuring standards of excellence are established and maintained by actively supporting and implement practice in keeping with that Aged Care Standards and Accreditation Agency framework
- Demonstrates a commitment to ensure administration services are delivered through a process that incorporates Continuous Improvement
- Participate in relevant training to ensure continued professional development for the betterment of the organisation
- Demonstrates sound decision making skills
- Participates in annual performance review
- Completes mandatory training updates as per policy requirements
- Respects diversity in values, customs and beliefs
- There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee's skills and abilities.

## Agreement

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

Name (Please print)	
Signature	Date

Authorised by: Director of Innovation and Organisational Development

Date: February 2022