

## POSITION DESCRIPTION

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<b>Position Title:</b>	Administration Assistant
<b>Reports To:</b>	Community Housing and Support Manager
<b>Supervising:</b>	N/A
<b>Liases with:</b>	Case Managers, Housing & Outreach Workers, Care & Support Workers, Community Rostering and Meal Coordinators, Community Care Services Clients/Residents and/or their representatives, External Service Providers and Head Office Staff.
<b>Location:</b>	Broadmeadows
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Full Time / Part Time

### Program Description:

Wintringham provides housing support and packages of ongoing care and support, including assisting with housing related matters to frail, elderly people living independently in the Community. Program priority is given to older men and women who are homeless and/or are socially and financially disadvantaged.

The objectives of the position are to:

- Provide secretarial and administrative support to Community Aged Care Site Managers, Case Managers and where applicable Housing & Outreach staff.
- Develop, co-ordinate and maintain the administration functions and program records of the office.
- Act as a central Receptionist to the Office and answer all incoming calls, contacts and enquiries in a professional, friendly and helpful manner.



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### Responsibilities/Duties:

#### Reception

- To ensure client and staff confidentiality is maintained at all times.
- To act as a Receptionist to the Office at which the role is located. This will involve liaison with external agencies, management and staff from our Wintringham sites and contact with clients/client representatives.

#### Financial administration

- Manage the office petty cash.
- Monitor clients' trust money including counting, recording and signing in and out of money.
- Banking duties as required.
- Co-ordinate, check, code and circulate all financial accounts that are received requiring payment. Forward all relevant accounts to Head Office for payment.
- Checking of Invoices received against Goldcare client records as required.
- Bank KCS promptly as per Banking policy.
- Print Fortnightly Fees Statements for Home Care clients and give to Case Managers to review.

#### Database management

- Provide Fortnightly Reports to the Finance Department including Client Leave Details obtained from the Goldcare client database.
- Enter data into Goldcare and Samcare, as required.
- Enter Client Admission and Departure Information provided by Case Managers onto the KCS Financial System.
- To proactively assist with the maintenance of the Quality Management System and to accept responsibilities as defined in the relevant policies and procedures. This includes the entering of data onto the Samurai Client Information System as required.

#### Office administration

- General typing of correspondence, reports, meeting minutes, memos etc.
- Prepare and produce all documentation as required for staff meetings, including the taking of Meeting Minutes.
- Co-ordinate daily correspondence via mail, fax and email. All incoming correspondence is circulated to the appropriate staff.
- To maintain and update general filing and archive files as per policy.
- To maintain the office sundry and stationery supplies.
- To order OH&S and staff cleaning supplies and equipment as required.
- To co-ordinate the preparation of fortnightly staff timesheets and Staff Leave Forms. This includes data entry of staff timesheets into Pay Global.



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- Assist when necessary the Rostering Coordinator to prepare rosters for Care and Support Workers and update clients on service times and changes to their care.
- Prepare New Client Information Packs as required and maintain relevant supplies of office forms.

### Contribution to the team

- Practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy found in the Leadership and Management Manual.
- Participate in general Staff Meetings and professional development as required.
- Perform other duties from time to time as required by Management.

### Health & Safety Responsibilities:

As a Wintringham employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety.
- Do not place others at risk by any act or omission.
- Follow safe work practices and procedures.
- Use and care for equipment as instructed.
- Do not wilfully and recklessly interfere with safety equipment.
- Report hazards and injuries.
- Co-operate with the employer to meet OHS obligation under OHS Act 2004.

### Qualifications

#### **Desirable**

- Qualification in Office Administration or equivalent.

### Skills/Experience:

#### **Essential**

- Polite and efficient telephone manner.
- Computer skills.
- Current driver's licence (mandatory).

#### **Desirable**

- Knowledge of Microsoft Office, Outlook and Publisher.
- Knowledge of Goldcare system.
- Friendly, helpful, non-judgmental attitude.
- Ability to liaise with all levels of management, staff and clients/residents.



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- Ability to work in a multi-disciplinary Team.
- Organisational ability and time management.
- Experience in providing general secretarial/administrative support.
- Experience in managing accounts and invoices.
- Understanding of staff rostering processes.

*Appointment is subject to a satisfactory Police Records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.*

**Wintringham is an equal opportunity employer.**

**I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.**

EMPLOYEE'S NAME \_\_\_\_\_

SIGNED \_\_\_\_\_ DATED \_\_\_\_\_

