BALRANALD SHIRE COUNCIL

Position Description Part Time Administration Officer

POSITION DESCRIPTION	
DIVISION: Corporate and Community	**SECTION:** Bidgee Haven Hostel
Position: Trainee: Part Time Administration Officer **Position Number:** To be confirmed **Code:** BHAO	**REPORTS TO :** Director Corporate and Community Services
CLASSIFICATION: Local Government Aged, Disability & Home Care (State) Award	**NO.STAFF SUPERVISED:** Nil
Employment Status: Permanent Part Time	**HOURS OF WORK:** Hours will vary
LOCATION: Bidgee Haven Retirement Hostel, Balranald	**DESIGNATED MANAGEMENT POSITION:** No
APPROVED BY: General Manager	**REVIEW DATE:** July 2023

OVERVIEW OF POSITION/PURPOSE

The position is part of the Bidgee Haven Hostel (the Hostel), a retirement facility owned and operated by Balranald Shire Council (Council). Bidgee Haven Hostel is a modern fully accredited 15 bed residential aged care facility providing care for older people who find it difficult to live at home for a variety of reasons. This position is to provide a high quality of administration work within the aged care industry to facilitate and maintain accreditation standards.
The position is offered as Part Time.

LINKS (INTERNAL)	LINKS (EXTERNAL)
• General Manager • Director of Corporate and Community Services • Hostel Coordinator • Hostel Staff • Council Staff	• Residences and family of Bidgee Haven Hostel • Contractors and Suppliers

PERSONAL ATTRIBUTES APPLICABLE TO ALL POSITIONS	
Display resilience and voice	Be open and honest, prepared to express your views and willing to accept and commit to change.
Act with Integrity	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards
Manage Self, Deliver Results	Show drive and motivation, commitment to continuous learning and achieving results through efficient use of resources.
Work Safely	Take care of own health and safety and that of others, be aware of hazards and promptly report same to WHS officer.
Communicate Effectively, and work Collaboratively	Communicate clearly, actively listen to others and respond with respect; engage and collaborate with others and value their contribution.
Customer Service Focused	Provide customer centred services in line with organisational objectives and agreed service standards.
Demonstrate accountability	Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in identifying and addressing risk.

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KEY RESPONSIBILITY AREAS

Key Responsibilities of the Administration Officer is to assist the Hostel Coordinator in the following areas:

- Management of Hostel's Compliance and other documentation including filing
- Maintenance of Resident files
- Preparation of staff rosters
- Update and maintain Hostel Policy Register
- Take notes and compile drafts of meetings – recording minutes
- Maintain Hostels filing system
- Updated Policy decisions and reviews of policy into the Hostel Policy Register
- Undertake ACQA
- Work within a legal and ethical framework
- Take and/or transcribe dictation and prepare correspondence and reports on behalf of the Hostel Co-ordinator or as directed
- Produce correspondence using word processing package (Microsoft word)
- Submit completed documents for review and signature
- Handling of incoming mail and assist with the preparation of requisition and orders
- Stocktake
- Provide receptionist duties ensuring minimal waiting time for customers on the telephone and in person
- Maintain networks with relevant stakeholders and service providers
- Liaise with Contractors and Suppliers
- Co-ordinate the arrangements for Hostel meetings and functions held at the Hostel
- Arrange catering needs where required
- Organise training and associated itineraries on behalf of the Hostel Co-ordinator and staff
- Prepare/arrange preparation of meeting room as required
- Register staff for meetings and training
- Arrange appropriate accommodation and transport for meetings
- Serve morning/afternoon tea and lunches as required
- Produce and distribute itinerary detailing information of trip to staff
- Clean-up after meetings/functions
- Assist with other core administrative functions as may be required

GENERAL WORK REQUIREMENTS

General

- To provide the best customer service to both internal and external customers in accordance with Council's policy and procedures in particular:
- Replying to written correspondence within 14 days
- Returning telephone calls within 24 hours
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity
- To support Council objectives in the public forum
- To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council
- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers

- To contribute to a Service Improvement Program by participating in teams aimed at work improvement
- To lead, encourage and participate in team activities
- To participate in training programs designed to increase efficiency and effectiveness
- Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and customers
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers

Risk Management

- Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements

Equal Employment Opportunity

- To actively support the principles and practices of Equal Employment Opportunity

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Operates under the supervision and direction of the Customer and Community Services Coordinator
- Exercises a degree of autonomy however, work outcomes are closely monitored by the Customer and Community Services Coordinator

SKILLS AND KNOWLEDGE

Skills

- Good level of communication skills – interpersonal, written and verbal
- Basic level of numeracy and literacy skills
- Basic organisational skills
- Basic computer skills in Microsoft Office Suite

Attributes

- High level of personal integrity, confidentiality and discretion
- Ability to maintain productive and efficient output in a busy work environment
- Ability to work in a team environment and individually
- Ability to undertake cash handling duties in line with set policies and procedures
- Committed to learning and personal development
- Committed to the organisation

QUALIFICATIONS AND EXPERIENCE

- No formal qualifications required at this level
- Current Class “C” Driver’s Licence

SELECTION CRITERIA

Essential

- Year 10 School Certificate and relevant work experience to demonstrate competency for the position.
- Good level of communication skills – interpersonal, written and verbal
- Ability to adapt to the changing needs of residents
- Ability to work effectively as a team member
- Ability to cope with change and work demands
- Ability to undertake cash handling duties in line with set policies and procedures
- Current Class ‘C’ Drivers Licence
- Current National Police Certificate (or ability to acquire)

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Desirable

- Knowledge of aged care environment
- Current Bus Drivers Licence

ADHERENCE TO COUNCIL'S POLICIES AND PROCEDURES

I hereby agree to abide by the Council's Policies and Procedures in relation to all employment and work matters.

This is to state that I am aware of and have agreed to the conditions and responsibilities as outlined in this Position Description and understand that:

1 My performance will be continuously monitored and measured in accordance with these criteria; and

2 I will establish an agreed set of Key Performance Indicators with the Director and General Manager within 60 days of my commencement.

I also understand that my performance will be appraised on an annual basis in accordance with performance measures as set out in the Staff Development Scheme for this position and that both this Position Description and the Staff Development Scheme will be reviewed and updated on an annual basis.

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Incumbent **Date**

…….. ……./……./…….

Supervisor **Date**