

# Administration Trainee

## Introduction

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## Scope

This position description applies to the Executive Assistant.

## Definitions

Not Applicable.

## Policy

### Role Description

The Administration Trainee is responsible for general administration duties at Head Office.

### Reporting Relationship

On a day to day basis this position shall report to the Finance Coordinator.

Indirect reports shall include executive management representatives.

### Qualifications & Experience

#### Essential:

- Current National Police Certificate (or ability to acquire).
- Commitment to complete a Certificate III in Business Administration.

### Key Duties and Responsibilities - Administration

- Provide administration support at our Head Office.
- Handle communications including answering telephone calls, screening where appropriate and taking messages.
- Take and type minutes for meetings as required.
- Arrange meetings and functions including sending invitations, catering and venue hire as required.
- Set up meeting rooms, greet and direct visitors and clean up following each meeting.
- Prepare draft letters, presentations, excel spreadsheets and reports.
- Disperse letters, papers and correspondence as requested.
- Arrange bookings, travel and accommodation for the Executive Management Team as requested.
- Open mail, scan documents and electronic filing as required.

- Any other task as required.

## Key Duties and Responsibilities - General Head Office Duties

- Maintain appropriate levels of office supplies and stationary.
- Maintain appropriate levels of kitchen and toiletry products.
- Ensure cleanliness of meeting rooms and kitchen area.

## Key Duties and Responsibilities - Customer Service

- Greet clients and other visitors, assist with any queries or issues in a pleasant and efficient manner.
- Keep the head office reception area clean and tidy.

## Key Duties and Responsibilities - Other

- Maintain confidentiality and privacy at all times as the role necessitates insight into highly confidential information.

## Selection Criteria

1. A strong sense of self-direction and initiative.
2. A demonstrated commitment to professional learning and development.
3. Excellent communication skills and the ability to relate effectively to a wide range of people.
4. Well-developed customer service skills.
5. Highly organised with an ability to plan work and establish appropriate priorities.
6. A clear understanding of the importance of confidentiality in the context of the position.

## Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values:** **Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

## Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

## Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

## Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

## Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

## References/Resources

Not Applicable.