

Staff  
Initials



Job Description: **Administrative Assistant**

**Qualification:**

Regarded highly if is specific to job function e.g. Office Administration, Computer Literacy.  
Valid Police Check

**Experience:**

1. Essential:

- Good writing skill in Chinese and English
- Fluency in English and spoken Chinese (both Cantonese and Mandarin)
- Good computer skills (e.g. Microsoft Word, Excel) and Chinese input method is an advantage
- Pleasant, courteous and have high level of interpersonal and communication skills
- Good customer service skills, willing to consult residents on their needs, likes and dislikes
- Demonstrated the capacity of conflict resolution and negotiation
- Good Team Player
- Ability to work within budgetary guidelines
- Flexible work style

2. Desirable:

- Work experience in residential aged care facility
- Current driving licence

**Hours of Work:**

Hours per week as agreed.

**Responsible to:**

Director of Nursing (DON) / Line manager

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**Responsibilities:**

Special Duties relating to Administrative Assistant

1. Secretarial Support

- 1.1 To ensure that the CEO, the President, the Board of Management, DON and the Line Manager receive appropriate secretarial support;
- 1.2 To organise meetings and agenda when required;
- 1.3 To attend meetings and take minutes as directed.

2. Application of Computer and Word Processing Skills

To use a range of application software packages as well as word processing functions to produce complex text and documents, such as funding submissions, reports, presentations and booklets in English and Chinese translations (if required).

3. Information Handling

- 3.1 Under the direction of DON / Line Manager, to perform filing of the facility, to handle staff and clients records, correspondence and documentation;
- 3.2 To access, identify and extract information as required from external source e.g. databases, libraries and government departments;
- 3.3 To ensure that internal and external enquires are handled in a professional and courteous manner;
- 3.4 Under the direction of DON / Line Manager to manage the Waiting List, admission and discharge of residents.

4. Supervisory role

- 4.1 To coordinate work flow within a designated section or office;
- 4.2 To train other employees of their own grade and below by means of personal instruction and demonstration;
- 4.3 To resolve operational problems for staff members who are under their supervision, when required;
- 4.4 To supervise and support volunteers who are involved in reception duties and/or clerical/office work in their designated section/office.

5. Maintenance & Procurement

- 5.1 When delegated, to obtain quotations of jobs / products; liaise with suppliers / tradesmen / contractors / external organization for purchases;
- 5.2 When delegated, to organize equipment maintenance on a regular basis and repairs when required;
- 5.3 When delegated, to participate the Food Safety program of the facility.

6. Other Duties

- 6.1 To participate in and contribute to other activities of the Centre as required;
- 6.2 To perform other duties as directed by the Chief Executive Officer and/or the Line Manager.

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**7. General**

- 7.1 Be part of the Admin Team to ensure compliance with the mission & vision of CCSSC and On Luck Chinese Nursing Home;
- 7.2 Be part of the Admin Team to ensure compliance with statutory regulations – Aged Care Quality Standards.
- 7.3 Be empathic with residents;
- 7.4 Be able to work independently (without close supervision);
- 7.5 Display a pleasant and courteous manner at all times;
- 7.6 Ensure effective working relationships and teamwork among colleagues;
- 7.7 Ensure supplies are used economically;
- 7.8 Ensure adherence to the principles of strict confidentiality;
- 7.9 Attend meetings as appropriate;
- 7.10 Ensure any accident / incident involving a resident or staff member is reported to Department head / Line manager;
- 7.11 Agree to obey all reasonable and lawful directions / instructions given by the Employer via its delegates.

**8. Quality Assurance**

- 8.1 Participate actively in the Quality Assurance Program of the Nursing Home to support evidence based continuous improvement activities;
- 8.2 Report any relevant problems or concerns for continuous improvement to Department Head / Line Manager.

**9. Infection Control**

- 9.1 Be part of the Admin Team to ensure compliance with Infection Control Standards;
- 9.2 Adhere to the principles of Universal Precautions.

**10. Education**

- 10.1 Update knowledge as appropriate;
- 10.2 Participate in the on-going education program of the Nursing Home. Participate in all mandatory training sessions i.e. Manual Handling (annually), Fire and safety Training (annually), Fire Evacuation / Drill (annually).

**11. Occupational Health and Safety (OH&S)**

- 11.1 Provide and maintain as far as is practicable a working environment that is safe and without risk to health;
- 11.2 Take care of your own health and safety; and the health and safety of any other person who may be affected by your acts or omissions at workplace;
- 11.3 Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and organization policies and promote a working environment that is congruent with these guidelines;
- 11.4 Participate in the preventive maintenance program;
- 11.5 Have a good understanding of the Occupational Health and Safety procedure;
- 11.6 Report hazards, residents / staff accidents / incidents as soon as practicable;

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11.7 Cooperate with the OH&S Coordinator on return to work policy when and where appropriate.

**Appraisal:**

Within 6 months / as per contract term, then after every 2 years performance appraisal / as deemed necessary.

\* Statements included in this job description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

\*Prior to accepting any offer of employment, prospective employee will be required to read and commit to the On Luck Chinese Nursing Home Staff Handbook & Code of Conduct, including (but not limited to) issues of Occupational Health & Safety, Equal Opportunity and Confidentiality.

I \_\_\_\_\_ have read, understood and accept the above job description.

\_\_\_\_\_  
Signed by staff

\_\_\_\_\_  
Date

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