

POSITION DESCRIPTION

ON LUCK CHINESE NURSING HOME

RECEPTIONIST & ADMINISTRATIVE SUPPORT

At Chinese Community Social Services Centre Limited (CCSSC), we are committed to the provision of professional welfare services and quality aged care for members of the Chinese-Victorian community. We achieve our mission by attracting and retaining the best staff.

Responsible to: Director of Nursing (DON) / General Manager

Basis of Employment: Full-time, Part-time, and Casual

Responsible for: Delivering exceptional front-line customer service by greeting and assisting visitors and managing communications through various channels. Efficiently handling administrative tasks such as managing office supplies, processing mail, and supporting the Administrative and Management Teams to ensure smooth and effective office operations.

Position Context and Objectives:

The purpose of the role is to:

- Act as the first point of contact for visitors and callers, providing a high level of customer service and ensuring that all interactions are handled in a courteous and professional manner.
 - Perform key administrative tasks that help maintain the smooth operation of the office, including managing correspondence, coordinating meetings, and supporting the administrative and management teams to enhance overall office efficiency.
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KEY RESPONSIBILITIES AND DUTIES:

1. Specific Responsibilities related to Receptionist & Administrative Support

1.1 Reception Duties:

- Welcome guests and visitors professionally.
- Perform Infection Control Screen Check if required.
- Handle inquiries in person, over the phone, by email, and through general correspondence quickly and professionally.

- Answer and direct incoming calls.

1.2 Administrative Support:

- Provide reception and office support to keep things running smoothly.
- Check and manage the admin inbox, forwarding emails to the right department and staff.
- Keep track of office supplies and manage stock levels.
- Record and distribute incoming mail and faxes.
- File, photocopy, and archive papers/documents.
- Assist the Administrative Team with daily administrative tasks.
- Provide office support to Admin Team and Management Team as requested.
- Make meeting room bookings, update status, and maintain cleanliness.
- Organize training sessions and meetings.

1.3 Additional Duties:

- Perform other ad-hoc duties as required.

2. General

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

3. Infection Control

- 3.1 Be part of the Admin Team to ensure compliance with Infection Control Standards.
- 3.2 Adhere to the principles of Universal Precautions.

4. Education

- 4.1 Update knowledge as appropriate.
- 4.2 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).

5. Occupational Health and Safety

- 5.1 Provide and maintain as far as is practicable a working environment that is safe and without risk to health.

- 5.2 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.
- 5.3 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.
- 5.4 Have a good understanding of the Occupational Health and Safety procedure.
- 5.5 Report hazards, residents / staff accidents / incidents as soon as practicable.
- 5.6 Cooperate with the OH&S Coordinator on return to work policy when and where appropriate.

6. Confidentiality

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act and the Health Record Act.

7. Equal Employment Opportunity

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behavior and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. Workplace Relations

Treat all employees of the Organization with respect and dignity and without discrimination or harassment. Employ the skills of timely and effective communication with healthcare personnel to guide and achieve optimal resident/performance outcomes.

9. Quality Assurance

- 9.1 Participate actively in the Quality Assurance Program of the Nursing Home to provide evidence based continuous improvement activities.
- 9.2 Report any relevant problems or concerns for continuous improvement to Department Head / Line manager.
- 9.3 Participate in appropriate staff meetings as scheduled.
- 9.4 Report any relevant issues / concerns to Line manager.

SKILLS & EXPERIENCE

Qualification:

- Previous experience in a receptionist or administrative support role preferred.
- Strong communication and interpersonal skills
- Proficiency in office software and equipment.
- Attention to detail and strong organizational skills.
- Must have a valid Police Check or be willing to undergo one.

Experience:

1. Essential:

- At least 1-2 years of experience in a receptionist or administrative support role, preferably within a healthcare or community services environment.
- Demonstrated experience providing high-quality customer service in a professional setting.
- Strong verbal and written communication skills, with the ability to interact effectively with guests, visitors, and staff.
- Proven ability to manage multiple tasks, prioritise workload, and maintain accuracy and attention to detail.
- Proficiency in using office software (e.g., Microsoft Office Suite, email, and calendar systems) and general office equipment (e.g., phone systems, photocopiers).
- Experience handling sensitive information with discretion and maintaining confidentiality.
- Experience with basic administrative tasks such as filing, data entry, and managing office supplies.
- Fluent in English and spoken Chinese (Cantonese and Mandarin).
- Competent in written communication.
- Familiarity with Chinese input methods is an advantage.

2. Desirable:

- Previous experience working in a healthcare or aged care environment is highly desirable.
- Experience in organising and coordinating meetings, training sessions, or other office events.
- Knowledge or prior experience with infection control protocols and procedures, especially relevant in a healthcare setting.
- Familiarity with office management systems or software specific to healthcare or community services (e.g., patient management systems).
- Ability to proactively identify issues and find solutions to ensure smooth operation of front desk and administrative functions.
- Experience or understanding of cultural sensitivity, particularly within the Chinese community, to enhance service delivery.

PERFORMANCE APPRAISAL

The Receptionist & Administrative Support 's performance shall be evaluated by the General Manager and/or delegate at three months, six months service and at the conclusions of 12 months service and thereafter each subsequent 24 months, on termination of service and/or on request.

CCSSC's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

AVAILABLE ASSISTANCE

- Orientation program on commencement
- Ongoing education and training
- Policies, Procedures and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are performed within the Policies, Procedures and Guidelines
- Equipment to be maintained in a safe and functional manner

AUTHORISATION

Authorised by:
Chief Operating Officer

Date: September 2024

Review Date: when required

Please initial

Authorisation
Initials
ML

EMPLOYEE POSITION DECLARATION

Ihave read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

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Signature

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Date

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Line Manager's Signature

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Date

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Line Manager's Name

*Delete as necessary