

# Employee Position Description

Key Position Information			
<b>Job Title</b> Administration Officer		<b>Reports To [Position Title]</b> Administration & Hotel Services Manager	
<b>Department Name</b> Residential Aged Care Services		<b>Department Code</b>	<b>Cost Centre</b>
<b>Work Area [Shared Services, Operations]</b> Operations		<b>Work Area Code</b>	<b>Initial Work Location</b> Gary Smorgon House
<b>Individual Contract</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Name of Enterprise Agreement</b> Individual Contract		<b>Classification [per EA]</b> TBA
<b>Incumbent</b>		<b>Job Description</b> <input checked="" type="checkbox"/> New <input type="checkbox"/> Updated	<b>Date Effective</b> 10/09/21

## Primary Purpose of Job

Why does the job exist? This statement should encapsulate the overall significance of the job from Jewish Care's point of view.

To provide effective, timely, engaging and efficient administrative and reception support to Jewish Care's Gary Smorgon House, its Elders and families/representatives (current and prospective). The role shall be the first impression of Gary Smorgon House and shall provide first responses to majority of enquires. The role will support the efficient operation of the home at the direction of the home's leadership team and participate in the maintenance of a strong reputation within the community.

## Dimensions

Direct Reports	Indirect Reports	Budget Financial Responsibility	Delegated Financial Authority
0	0	\$TBA	\$TBA

## Role Balance

People – <u>percentage</u> of time getting things done through others	Scheduling – <u>percentage</u> of time planning, coordinating	Technical – <u>percentage</u> of time delivering based on knowledge and skills
20%	70%	10%

Key Result Area (KRA)	Key Accountabilities and Responsibilities
<b>Jewish Care Values</b>	<ul style="list-style-type: none"> <li>✓ Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making</li> <li>✓ Adhere to the organisation's practice and behavioural guidelines in relation to the appropriate treatment of children</li> <li>✓ Adhere to the organisation's Code of Conduct</li> <li>✓ Report any suspicions, concerns, allegations or disclosures of alleged abuse to management</li> </ul>
<b>Roster &amp; Payroll Management</b>	<ul style="list-style-type: none"> <li>✓ Maintain daily staff master roster</li> <li>✓ Manage staff rosters preparation and publication in line with requirements of the operations</li> <li>✓ Maintain data in manner that ensures accurate and timely production of payroll through systems</li> </ul>

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Key Result Area (KRA)	Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here"    Responsible = "The doer"</i>
<b>Elder Files and Systems Support</b>	<ul style="list-style-type: none"> <li>✓ Prepare Elder/client files and information systems</li> <li>✓ Maintain up to date admin records for each Elder, including the chasing of missing documentation</li> </ul>
<b>Admissions and Customer Services</b>	<ul style="list-style-type: none"> <li>✓ Communicate with perspective clients for admission, including admission paperwork, updating of waiting list and booking of tours</li> <li>✓ Act as concierge for Elders/families with request to ensure desired outcome or referral to correct person who can action the request</li> <li>✓ Welcome Elders and guests to the home</li> <li>✓ Participate in activities and events around the home to ensure Elder and family relationships are developed</li> </ul>
<b>General Administration</b>	<ul style="list-style-type: none"> <li>✓ Maintain stationery and domestic supplies at an appropriate and adequate level and maintain a functional and efficient environment including basic maintenance of standard equipment within home</li> <li>✓ Coordinate responses from contractors and property maintenance as required</li> <li>✓ Support meetings by organising rooms, equipment, etc</li> <li>✓ Type and format basic documents, collate and file documents</li> <li>✓ Prepare agendas and minutes for meetings</li> <li>✓ Collate and enter daily, weekly, monthly KPI data</li> <li>✓ Process and issue facility invoices</li> <li>✓ To perform general administration duties as required by the line management</li> </ul>

Corporate Accountabilities and Responsibilities	
<b>Team Member</b>	<ul style="list-style-type: none"> <li>✓ Perform work safely and complete tasks on time, on budget and in accordance with expectations</li> <li>✓ Concentrate and collaborate</li> <li>✓ Question, debate review with leader and peers</li> <li>✓ Develop career goals and initiate career conversations with next up manager</li> </ul>
<b>OHS</b>	<ul style="list-style-type: none"> <li>✓ Be pro-active in caring for the health and safety of all people within our work environment</li> <li>✓ Ensure all appropriate actions are taken to implement Jewish Care OHS processes, procedures, work instructions, training, and legislative requirements</li> <li>✓ Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care</li> </ul>

Key Relationships	
<b>Internal</b>	<ul style="list-style-type: none"> <li>✓ Line Management</li> <li>✓ Jewish Care Board and Executive</li> <li>✓ Fellow staff members</li> <li>✓ Shared Services Support Teams</li> <li>✓ Community Team, inc. Jewish Life and Development</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>✓ Elders, Families and guests</li> </ul>

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	<ul style="list-style-type: none"> <li>✓ Regulatory bodies</li> <li>✓ External contractors and suppliers</li> </ul>
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## Values

Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:

<b>Derech Eretz: Respect</b>	Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.
<b>Kehilla: Community</b>	Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.
<b>Hachlala: Inclusion</b>	We embrace diversity and work together for a just and equitable society.
<b>Achrayoot Chevratit: Social Responsibility</b>	Behaving ethically, with sensitivity and acting in the best interests of all.

## Role Required Capabilities

<b>Skills</b> (the technical skills to do the job at a high level of accomplishment)	<b>Essential:</b> <ul style="list-style-type: none"> <li>✓ Proven proficiency in the use and application of Word, Excel and PowerPoint</li> </ul>
<b>Knowledge &amp; Qualifications</b> (the specific qualifications required and knowledge fields are ideally required of the incumbent)	<b>Essential:</b> <ul style="list-style-type: none"> <li>✓ Minimum certificate II in Business Administration</li> </ul>
<b>Experience</b> (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context)	<b>Essential:</b> <ul style="list-style-type: none"> <li>✓ Minimum 2 years employment in administration/customer service roles</li> <li>✓ Demonstrate customer service competencies, ideally in face to face contexts</li> <li>✓ Demonstrate high understanding of the need for confidentiality</li> <li>✓ Demonstrate highly developed time management skills including the ability to prioritise and manage multiple tasks simultaneously.</li> </ul>
<b>Wisdom</b> (the sensitive tasks that require good judgement)	<b>Essential:</b> <ul style="list-style-type: none"> <li>✓ Demonstrate high standards with respect to attention to detail</li> <li>✓ Understand the importance to the role in the efficient and quality focussed delivery of supports to Elders</li> <li>✓ Seek to understand the context of the Jewish Community and to apply sensitivity to relationships</li> </ul>

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<b>Valuing</b> (the type of work someone undertaking this role would need to value)	<b>Essential:</b> <ul style="list-style-type: none"><li>✓ Supporting vulnerable Elders and their families during, what can be stressful periods</li><li>✓ The gratification of solving a problem and making someone's day</li><li>✓ Ensuring Gary Smorgon House is a home to be proud of for Elders, families, staff and the Community</li></ul>
	<ul style="list-style-type: none"><li>✓ Australian Police Check</li><li>✓ A current annual flu vaccination and to provide a certificate as evidence</li><li>✓ International Police Check (where relevant)</li><li>✓ Working with Children Check (if required)</li><li>✓ NDIS worker screening</li><li>✓ Commitment to providing professional and safe services to all Elders and clients, including children and young people</li><li>✓ Commitment to creating an environment to ensure clients are safe and free of abuse, neglect, violence and preventable injury</li><li>✓ Full working rights in Aus</li></ul>

## Employee Acknowledgement

**Please sign and date to acknowledge you have read and understood this position description.**

Name:

Signature:

Date:

**A signed copy of the position description must be returned to:  
People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or [P&C@jewishcare.org.au](mailto:P&C@jewishcare.org.au)**



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people, and we deeply respect and honour their ongoing cultural and spiritual connection