

Rochester and Elmore District Health Service

“To be a trusted leader in our local rural health care”

Administration Support Officer – Residential Care

Part time – 32 hours per fortnight

Are you an organised, customer-focused administrator looking to make a meaningful difference in the lives of older people?

REDHS is seeking an enthusiastic and professional **Administration Support Officer** to join our Residential Care team. This important role provides reception and administrative support across our residential aged care service, helping ensure residents, families, staff, volunteers and visitors receive exceptional service and support.

Working closely with the Residential Care Manager and multidisciplinary team, you will play a key role in admissions, reception services, workforce administration, record management and maintaining high-quality administrative systems that support resident care and organisational excellence.

About the role:

As the first point of contact for many residents, families and visitors, you will provide a welcoming and professional service while supporting a broad range of administrative functions across the residential aged care facility.

What we are looking for:

We are looking for a friendly, organised and proactive administration professional who thrives in a busy environment and is passionate about providing excellent customer service to residents, families and staff.

The ideal candidate will have:

- Experience in administration, preferably within healthcare, aged care or a similar environment.
- Strong organisational and time management skills with the ability to manage multiple priorities.
- Excellent communication and interpersonal skills, with a professional and compassionate approach.
- High attention to detail and accurate data entry skills.
- Confidence using Microsoft Office programs including Word, Excel, Outlook and PowerPoint.
- The ability to maintain confidentiality and exercise discretion when handling sensitive information.
- A customer-focused approach and commitment to delivering high-quality service.
- The ability to work independently while also contributing positively to a multidisciplinary team.
- Strong problem-solving skills and the flexibility to adapt to changing priorities.

**Rochester and Elmore
District Health Service**

ph: (03) 5484 4400
www.redhs.com.au

1 Pascoe Street, Rochester Vic 3561
email: rochhosp@redhs.com.au
fax: (03) 5484 2291
PO Box 202, Rochester Vic 3561
ABN: 76 670 975 935

We acknowledge the Dja Dja Wurrung people as the Traditional Custodians of this land. We pay our respects to their Elders, past, present and emerging.

- Experience with aged care or health service software systems such as My Aged Care, MANAD, Kronos or similar systems will be highly regarded.

Most importantly, you will embody REDHS values through your everyday interactions, demonstrating professionalism, respect, accountability and a genuine commitment to supporting older people and their families.

Essential requirements:

- Current National Police Check and Working with Children Check (or willingness to obtain)
- Certificate III in Administration (or higher) and/or relevant administration experience.
- Previous experience in a healthcare, aged care, community services or similar environment.

Further information can be obtained by contacting Mandy Mackenzie, Residential Care Manager on 03 5484 4460 or by emailing mandy.mackenzie@redhs.com.au

To view the full details of the Position Description, go to
<https://www.redhs.com.au/working-with-redhs/current-vacancies/>

How to Apply:

- Email recruitment@redhs.com.au with your resume and brief cover letter

APPLY NOW: Applications will be assessed upon receipt and if a suitable applicant is found, the position will close prior to the advertised closing date.

Position closes midnight Monday 07 September 2026

About REDHS

Rochester and Elmore District Health Service (REDHS) is situated in Rochester which is the gateway to the mighty Murray River region and close to the regional centres of Echuca, Bendigo and Shepparton.

We are a publicly funded Small Rural Health Service, providing a broad range of acute, residential aged care, preventative and primary health programs to a population of approximately 8,600 people from Rochester and surrounds.

We enjoy a strong relationship with our community and are focused on delivering services that meet their needs.

Why do our staff like working for us?

- ✓ When you join REDHS you are more than just a number, you are valued at REDHS and are part of our caring journey for our community.
- ✓ At REDHS we provide a safe well-resourced environment that enables our staff to focus on providing great care

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- ✓ Our workplace culture is inclusive and diverse and is centred around team connectedness, the provision of safe-quality care, developing our workforce and supporting their well-being
- ✓ We have an onsite café that serves great coffee and you can enjoy a laugh at our social functions!

What are the benefits for you?

- ✓ We offer competitive rates of pay
- ✓ You will have access to generous salary packaging options which means you pay less tax and keep more of your pay
- ✓ There are many learning and development opportunities on offer including an onsite educator and access to study leave
- ✓ You will achieve a better work/life balance through flexible work practices including the option to purchase additional annual leave
- ✓ We have a comprehensive Employee Assistance Program that extends to your immediate family
- ✓ You will have free use of our onsite gymnasium

REDHS is committed to creating a diverse environment and is proud to be an equal opportunity employer. We recognise the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

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