

Position Description

At REDHS, our vision is to be a trusted leader in our local rural health care. **Growing Together – Our People, Our Culture, Our Future.** reflects our commitment to achieving this by fostering a workplace where people feel valued, respected and connected.

As a trusted service provider, our actions shape our culture and influence the experience of those we serve. This Position Description outlines the responsibilities and expectations of the role and its contribution to our mission and strategic objectives. At REDHS, how we achieve outcomes is as important as the outcomes themselves. All employees are required to comply with the REDHS values and demonstrate them consistently in their daily work to support our people, strengthen our culture and positively impact our community.

Position Title	Administration Support Officer – Residential Care
Position ID	
Department	Aged Care
Award	Health and Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Classification	HS1 or HS2 (Dependent on experience)
Employment Type	
Reports To	Yalukang Residential Aged Care Manager
Direct Reports	NIL
Date Document Approved	April 2026
Approved by	Residential Care Manager
Purpose of Position	This position will work collaboratively to provide reception and administrative support services to the Residential Care Manager, employees, contractors, patients, residents, family members, volunteers and visitors of REDHS. Achieving and maintaining high standards of quality care; continuity of service; efficient use of resources and upholding and fulfilling the Organisations vision and values.

Key Accountabilities & Performance Indicators (Focus on 6–8 high-impact areas)

Key Accountabilities (Strategic Focus)	Performance Indicators (Measures of Success)
Governance, Reporting & Continuous Improvement	- Maintain and submit program data, statistics, and reports - Ensure compliance with policies, procedures, and documentation standards - Participate in policy development and procedural improvements - Review and improve administrative processes and workflows - Maintain procedure manuals and contribute to quality improvement initiatives
Reception & Client Service Delivery	- Manage front-of-house duties including phones and face-to-face enquiries - Conduct facility tours for prospective residents and families - Provide professional, courteous service to all stakeholders - Distribute mail, newspapers, and general communications - Manage enquiries in line with organisational values and Code of Conduct

Teamwork, Communication & Stakeholder Engagement	• Foster strong working relationships across multidisciplinary teams • Communicate effectively with staff, residents, families, and external stakeholders • Support onboarding and training of new administrative staff • Contribute to meetings, committees, and team-based initiatives • Provide administrative support across teams during peak periods or leave
Documentation and Administration	• Coordinate admissions, discharges, and pre-admission processes • Maintain My Aged Care portal, waiting lists (MANAD) • Manage respite bookings, agreements, and invoicing • Liaise with families, residents, pharmacists, and internal teams • Support resident services (medical bookings, transport, hairdressing, documentation updates)
Administrative Operations & Record Management	• Maintain accurate medical records, scanning, and filing systems • Prepare documentation including minutes, reports, labels, and correspondence • Manage resident information packs, evacuation documentation, and database updates • Ensure effective document control and retrieval systems • Support ordering (Oracle supply) and general administrative tasks
Workforce Coordination & Rostering Support	• Coordinate and fill vacant shifts using casual staff and messaging systems • Develop draft rosters and manage entries in Kronos • Support rollout of advanced rostering systems • Submit staff documentation (e.g. medical certificates) to payroll • Maintain accurate casual staff lists
Actively demonstrates and embeds the REDHS values in all actions, decisions and interactions, contributing to a safe, respectful, inclusive and high-performing culture aligned to Growing Together: Our People. Our Culture. Our Future.	• Consistently demonstrates behaviours aligned to REDHS values in daily practice. • Treats consumers, colleagues and community members with respect, fairness and professionalism. • Takes personal accountability for actions, follows through on commitments and raises concerns appropriately. • Contributes positively to team culture and psychological safety. • Participates in engagement, learning and improvement activities that strengthen service quality and sustainability. • Uses organisational resources responsibly and supports environmentally and financially sustainable practices.

Key Relationships

Internal Relationships
Residential Care Manager - Provides administrative support, reporting, admissions coordination, and assists with compliance and operational requirements. Clinical Staff (ANUM, Registered Nurses, Enrolled Nurses, HCW's) - Supports clinical teams with resident administration, medical bookings, admissions/discharges, documentation, and communication of resident-related information. Aged Care Business Officer - Coordinates admissions documentation, invoicing, respite billing, and financial administration processes. Allied Health Professionals - (e.g. physiotherapists, dietitians, occupational therapists) Assists with scheduling, documentation, and communication related to resident care services. People & Culture - Submits staff documentation (medical certificates, rostering data) and supports workforce administration processes. Administration Team / Reception Staff - Collaborates on shared administrative functions, workload distribution, and provides cross-cover during leave or peak periods. Maintenance, Domestic & Support Services Staff - Coordinates communication and administrative support to ensure smooth facility operations. Executive & Corporate Services (where applicable) - Provides reporting data, participates in organisational processes, and contributes to compliance requirements.
External Relationships (Community, Industry etc)
Residents, Families & Representatives - Provides information, coordinates admissions and documentation, manages enquiries, and maintains ongoing communication regarding care and services. My Aged Care / Government Agencies - Manages referrals, admissions, and updates through the My Aged Care portal and ensures compliance with regulatory requirements. ANAC Assessors - Coordinates assessments, ensures assessments are current, and facilitates communication for prospective residents. General Practitioners (GPs) & Medical Specialist - Assists with appointment bookings, correspondence, and administrative support for resident medical care. Pharmacies & Medication Providers - Liaises regarding resident admissions, medication records, updates (e.g. photos), and ongoing coordination. Allied Health Service Providers (External) - Coordinates visits, schedules, and documentation for physiotherapy, podiatry, dietetics, and other services. Suppliers & Service Providers - Manages orders (e.g. medical supplies, consumables), liaises with contractors such as hairdressers and transport providers, and resolves service issues. Transport Services - Coordinates resident transport for medical appointments and external visits. Regulatory & Accreditation Bodies - Provides documentation and administrative support during audits, reviews, and accreditation processes. Community Organisations & Support Services - Engages with local community groups and service providers to support resident wellbeing and engagement.

Key Selection Criteria & Capabilities

Key Selection Criteria
Qualifications - Qualifications at Certificate III level and above and/or demonstrated experience in Administration - Experience in a Health Service or similar environment
Essential Registrations - National Police Check - Working with Children Check - Immunisation Status
Technical and Professional Capabilities - Highly developed organisational skills, attention to detail and accurate data entry skills - Understanding of medical terminology - Computing skills - Competent intermediate level across Microsoft suite including Word, Excel, PowerPoint, Access, Publisher, Outlook and Internet - Ability to utilise health service specific software programs, including MANAD, IPM, VHIMS, Oracle, My Health Records NeRA, Kronos etc
Personal & Leadership Capabilities - High standards of professionalism, ethics, confidentiality and discretion - Capacity to organise and prioritise own workload within established routines, policies, procedure and guidelines - Proven ability to be reliable and to work and solve problems independently and as part of a multi-disciplinary team - Ability to work under pressure whilst demonstrating flexibility as to be able to manage competing deadlines - Capacity for maintaining a high degree of accuracy and quality

Growing Together – Our People. Our Culture, Our Future.

REDHS Values and Behaviours	
Our culture is shaped by the values and behaviours we demonstrate every day, and our commitment extends beyond our organisation into the community we serve. Employees are required to comply with the REDHS Values, as the way we behave in the workplace and the manner in which we undertake our roles is just as important as how we perform the tasks associated with them. We expect all employees to embrace the REDHS Values and demonstrate them consistently in their daily work, contributing positively to our people, strengthening our culture, and supporting our community.	
R	Reliability We are trustworthy and consistent in everything we do, ensuring safe, high-quality care for our patients, residents, and the community at all times.
E	Engagement We work collaboratively with colleagues, patients, and our community to address challenges, create opportunities, and bring about positive change in rural health and wellbeing.
D	Diversity We respect and embrace the unique needs, experiences, and perspectives of every individual, ensuring culturally safe and inclusive care for all.
H	Hospitality We welcome and treat everyone with warmth, empathy, and generosity, creating a positive and compassionate experience for patients, families, colleagues, and visitors.
S	Sustainability We deliver care responsibly today while making decisions and using resources that safeguard the health, wellbeing, and future of generations to come.

Employment Obligations

Employment Principles
REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure: • Employment decisions are based on merit and employees are treated fairly and reasonably • Employees have a reasonable avenue of redress against unfair or unreasonable treatment • Equal employment opportunity is provided • Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006
Professional Conduct and Organisational Compliance
Employees of REDHS must perform the inherent requirements of their role to a professional standard and comply with all REDHS policies, procedures, Codes of Conduct, values and lawful directions, as well as applicable legislation, industrial instruments and accreditation standards. All staff must demonstrate the REDHS Values, maintain confidentiality, access information only as required for legitimate work purposes, participate in the Performance Review and Development program, complete mandatory training and engage in relevant professional development.
Personal Centred Care
All staff are required to support the REDHS “This is Me” philosophy by treating all individuals with dignity and respect, supporting informed decision-making and providing care and service that recognises individual needs and rights.
Work Health Safety & Risk
All employees must take reasonable care for their own health and safety and that of others, follow safe work practices, use personal protective equipment as required, report hazards, incidents and risks in accordance with REDHS systems, participate in emergency preparedness activities and contribute to organisational risk management and continuous quality improvement.
Clinical Practise Requirements (Clinical roles)
Employees in clinical roles must maintain current registration and/or licensing, practise within their approved scope, complete required competencies, deliver safe person-centred care aligned with NSQHS and professional standards, and participate in clinical risk management and multidisciplinary collaboration.
Employment Conditions
Appointment and ongoing employment are subject to satisfactory pre-employment checks including Police Records Check, Working With Children Check (where applicable), NDIS Worker Screening Check for identified risk-assessed roles, and staff immunisation clearance in accordance with REDHS policy, as well as disclosure of any pre-existing condition that may affect the inherent requirements of the role.

Additional Requirements

Position Review
• This Position Description may be reviewed and amended at any time, with approval from the relevant Director and in consultation with the employee. • Appointment is subject to satisfactory Staff Immunisation clearance and required pre-employment checks, including a Police Records Check, Working With Children Check and, where applicable, an NDIS Worker Screening Check. • This document outlines the general duties and responsibilities of the role and is not exhaustive. • An initial performance review will occur within three months of commencement and annually thereafter. These discussions provide an opportunity to review responsibilities, clarify expectations and set objectives for the year ahead.
Acceptance of the Position
This Position Description: • Is to be read in conjunction with the employee’s Contract of Employment, applicable Enterprise Agreement, and REDHS policies, procedures and Codes of Conduct. • May be amended from time to time in consultation with the employee.

- Reflects the general duties and responsibilities of the role and is not intended to be exhaustive.

By signing below, the employee acknowledges that they have read, understood and agree to comply with the requirements and responsibilities outlined in this Position Description and associated employment documentation.

Name	
Date	
Signature	