

POSITION DESCRIPTION

Position Title:	Receptionist
Direct Supervisor:	Senior Administration Assistant
MAIN PURPOSE OF POSITION:	
The primary purpose of this role is to be responsible for the administrative functions at front office and establishing and maintaining positive and collaborative relationships with residents and visitors.	
Accountabilities	Standards of Performance
Work Health & Safety	<ul style="list-style-type: none"> ▪ Observe and comply with all health and safety instructions, procedures, signs and notices relating to your work and correctly use the appropriate protective clothing and equipment supplied. ▪ Follow Infection Prevention and Control procedures and standards relevant to the role. ▪ Use correct documented procedures to correct, if possible, and immediately report any unsafe situations, near-miss incidents and all work related injuries. ▪ Maintain good housekeeping at all times.
Personal Leadership	<ul style="list-style-type: none"> ▪ Acts with honesty, empathy and kindness towards co-workers and clients. ▪ Engages and works collaboratively with others through a shared purpose to achieve goals. ▪ Has a thorough awareness of cultural safety and conducts themselves to operate inclusivity. ▪ Takes responsibility on an individual level to strive for excellence; ▪ Accepts and responds constructively to feedback. ▪ Is aware of own strengths and limitations and seeks help from others as required; ▪ Adapts communication style and messages to suit different personalities and cultures.
Risk	<ul style="list-style-type: none"> ▪ Understand and proactively contribute to managing risk and to promote a culture of participation in the risk process.
Quality	<ul style="list-style-type: none"> ▪ Actively contribute to quality improvement activities in CapeCare through initiating continuous improvement suggestions. ▪ Contribute effectively towards the organisation's quality accreditation processes.
Values	<ul style="list-style-type: none"> ▪ Adhere to all CapeCare policies and procedures. ▪ Own conduct and approach aligns with the CapeCare Way. ▪ Commits to the values of: <i>Compassion Respect Partnership Commitment</i> ▪ Challenges behaviour in others that contravenes the organisational values.
EDUCATION/QUALIFICATIONS: (Detail the required level for recruitment)	
<ul style="list-style-type: none"> ▪ Certificate III in Business Administration (desirable). ▪ Valid National Police Clearance 	
TECHNICAL COMPETENCIES AND SKILLS: (Detail the required level for recruitment)	
<ul style="list-style-type: none"> ▪ A strong aptitude for working with new technology and a high level of proficiency with computer software systems, including Microsoft Word, Excel, Outlook ▪ Pleasant telephone manner. ▪ Excellent written and verbal communication skills. ▪ The ability to multi task. ▪ The ability to work effectively within a team environment. ▪ The ability to build strong working relationships. ▪ The ability to maintain confidentiality. ▪ The ability to work efficiently and effectively without supervision. 	

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- The ability to manage time efficiently and plan, prioritise and carry out necessary work to meet required deadlines.

RELEVANT EXPERIENCE: (Detail the required level for recruitment)

- Previous experience in a busy receptionist position, ideally within a health setting.

KEY ACCOUNTABILITIES OF THE ROLE: (Detail the specific tasks and responsibilities for the role)

This role is responsible for the administrative function of the front office.

- Answer all incoming telephone calls.
- Attend to resident, visitor and staff enquiries.
- Process and distribute Daily Mail (internal and external) and maintain franking machine.
- Monitor supplies of Stationery, re-order and distribute as required.
- Prepare and collate resident files for new admissions and discharges (in liaison with the Admissions Coordinator).
- Archive all CapeCare resident care documentation and maintain archive systems.
- Filing – Maintain resident / client files for residential care.
- Co-ordinate invitations to Resident Morning Teas.
- Process staff and visitor meal orders and prepare fortnightly data for Payroll.
- Process Quality Committee Data and prepare relevant spreadsheets and input Adverse Event data as required.
- Maintain Unannounced Visitor File on a weekly basis.
- Maintain residential care evacuation files (including photos and lanyards) on a weekly basis.
- Maintain Evacuation Reports and Packs
- Maintain the Master Resident List
- Enter resident information into Autumncare database

The nature of the position requires the employee to be flexible and in addition to the specific duties detailed above and undertake any other duties applicable to the position as may be necessary, required and requested, provided such duties which are within their abilities and skills and where appropriate training has been provided.

Note: The requirements and responsibilities contained in this job description do not create a contract of employment and are not meant to be all-inclusive. They may be changed by the role manager during employment on an as-needed basis.

I have read and understood the duties, responsibilities and requirements as per this position description.

Employee:		Signature:		Date:	/ /
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