



Admissions and Reception

You've come to the Right Place

With the first foundation stone laid in 1963 in the Huon Valley; Huon Regional Care is a long-established provider of quality community and aged care services across Tasmania. You'll find us in three main locations; Franklin, Dover and Nubeena.

Huon Regional Care leads with courage, through integrity; and accountability; we strive to achieve the very best for our people, and the people we care for, empowering the individual.

Huon Regional Care's Purpose, Vision and Values are woven into the fabric of our existence; building individual, team and organisational attitudes; driving our culture.

Our Vision Through our people, grow to be the most trusted aged care provider of choice for wellness and quality of life.

Our Purpose To ensure all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate aged care services.

Our Values:

Accountability We are, and hold each other, accountable, and we demonstrate this by being responsible for and taking ownership of our actions.

Belonging We create a sense of belonging through contribution and acceptance.

Compassion We deliver high quality, compassionate care.

Respect Our partnerships with consumers, stakeholders and the community are built on dignity, diversity and inclusion.



HRC CAPABILITIES	
<p>Be Reliable:</p> <p>We are consistent, we do what we say and we say what we do. TRUST grows in us</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We understand our role in achieving HRC's Vision and strategic direction. • We follow policies and procedures. • We build professional relationships • We do the right thing when working alone
<p>Be Authentic:</p> <p>When everyone on our team can speak up with good intent, it helps us make better decisions to help our residents, consumers and HRC, Sharing perspectives (and listening to others) even when opinions may differ is critical to delivering the best client service possible.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We listen to, understand and check that we understand messages, tasks, directives. • We think about and learn from situations in the workplace. • We ask others for assistance and we draw on the expertise of others. • We welcome learning and development opportunities. • We share our ideas for improvement in the workplace. • We work to understand our reactions and responses to situations.
<p>Be Skilled:</p> <p>Being able to do our jobs well is critical so we can be trusted with tasks. There are always situations when we do not know what to do and, in these situations, when we are honest and seek help to learn, TRUST is nurtured.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We work to build cooperative relationships with our team members. • We pay attention when others are speaking, and we value their ideas. • We work well with others and cooperate to achieve shared goals. • We are willing and able to accommodate the changing needs of our resident and consumers, their family and carers and our team.
<p>Be Kind:</p> <p>We are kind, have insight and work to foster positive relationships.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We work to deliver the best possible care and services. • We treat consumers and our colleagues with dignity, compassion and respect. • We build understanding through compassion. We sympathise and we are concerned for the quality and safety of HRC's residents and consumers. • We offer constructive feedback whilst preserving positive relationships. • We remain calm and polite at all times. • We value that all people are different and respect people's choices.

Position Description

Position Title:	Admissions and Reception
Reports to:	Facility Manager
Significant Working Relationships:	All Staff, Relatives, Visitors, Volunteers, Advocates
Location:	Franklin
Agreement/Award: Employment:	Huon Regional Care General Staff Agreement 2019 Permanent

Position Purpose

As part of the administrative team, provide support to all areas of the organisation with specific regard to Admissions, Reception duties, and Administration.

To carry out the duties outlined in the relevant duty statements and from time to time undertake any additional tasks appropriate to the grade and skill set

Role Accountabilities

WORKING RELATIONSHIPS

Responsible and Accountable to:	Facility Manager
Works closely with:	Facility Manager, Clinical Care Managers, staff, residents and their representatives, volunteers and other visitors.

KEY RESPONSIBILITIES

1 Admissions

- Drive admissions with a view to achieving monthly occupancy targets set by the Facility Manager.
- Work closely and develop strong relationships with discharge officers to promote rural health, respite and residential aged care admissions
- Manage all admissions completing all required paperwork
- Manage all discharges and hospital leave
- Update and maintain resident data base
- Update and maintain the residential waiting list in accordance with ACCAT listing. Mail out 'Enquiry for Admission' packs.
- Conduct Facility tours to prospective residents and their families
- Participate in regular admission/discharge meeting as directed by the facility manager.

2 Reception Duties

- Provide a friendly, efficient and professional service to all personal and telephone callers.
- Deal with enquiries where possible or redirect to appropriate member of staff.
- Attend to enquiries in person from the public, residents, family members, staff, volunteers and visitors
- Provide directions to visitors
- Ensure COVID screening requirements are adhered to at all times following public health directives

2. Administration Support

- Provide administration support to the Facility Manager including, but not limited to minute taking at resident and family meetings
- Archive old resident histories, resident financials, and respite and rural health histories.
- Update resident phone lists
- Responsible for ensuring that adequate stock levels of leaflets, booklets and information sheets are maintained, producing or ordering more as needed. These include Admission packs, Admissions Folders, Respite packs, Rural Health packs, Complaints/Feedback forms and ACFI packs.
- Attend to Stationery Order for Nurses Stations as required– including distribution of updated bed lists and Doctor’s patient lists. Assemble and distribute stationery requests to unit on site in accordance with their order
- Support the provision of an efficient and effective administrative service to Huon Regional Care. This may include the full range of administrative tasks including, typing, photocopying, binding, dealing with mail inward and outward and filing
- The post holder is required to adhere to all relevant legislation and regulations and Huon Regional Care’s policies and procedures, in particular WHS, EEO and the Privacy Act.
- Provide support to other members of the administration team during periods of high demand.
- These duties are not exhaustive and from time to time, the post holder may be requested by management to undertake additional duties appropriate to the area of work and level of responsibility
- Monitor website and forward inquiries to the relevant department

WORK HEALTH & SAFETY RESPONSIBILITIES OF EMPLOYEES

In the performance of their work, all employees are responsible to the extent of their ability, to preserve the occupational health and safety of themselves their fellow employees and others, including residents.

In particular, employees are to:

- Be aware of and uphold all Huon Regional Care procedures, practices and policies.
- Set an example to fellow employees in following all WHS procedures, practices and directions.
- Correct where possible, and immediately report using documented procedures, any unsafe practice including “near miss” incidents
- Ensure they do not perform unfamiliar tasks for which they have not received appropriate instruction or training.
- Report, using documented procedures, all work-related injuries.
- Co-operate with, and participate in, all programmes designed to make the working and living environment safer and healthier.
- Maintain good housekeeping standards at all times.
- Observe all warning signs and notices.
- Co-operate with the employer so far as is necessary to meet the employer’s obligations under WHS legislation
- Contribute ideas to the development of a safer and healthier working environment.
- Not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS
- Participate in and support the induction and other training courses

PERSONAL AND PROFESSIONAL DEVELOPMENT

The post holder is required to participate in staff meetings, ongoing education programs relevant to areas of responsibility and attend those training programs deemed mandatory.

The performance of all staff will be reviewed by their immediate line manager in an individual appraisal to be held at no more than 12 month intervals.

QUALITY IMPROVEMENT PROGRAMME

Huon Regional Care has a strong commitment to the process of Continuous Improvement and all staff are expected to participate by making recommendations, suggestions or identifying opportunities for improvement to work place practices. Staff are also required to participate in relevant practice audits when requested by management.

KNOWLEDGE AND EXPERIENCE

- At least 2 years experience of administration/office procedures and systems
- Sound knowledge of admission and discharge processes
- Experience with Microsoft Office
- Experience of handling cash and receipting
- Experience in aged care is preferable
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SKILLS AND ABILITIES

- Strong communication and interpersonal skills both verbal and written
- Organised and methodical in approach to work
- Knowledge of the Aged Care sector
- Able to maintain a database and effectively use spreadsheets
- Accurate keyboard skills
- Take messages accurately and succinctly and redirect where necessary
- Provide advice and assistance within areas of responsibilities and where required pass on to relevant departmental manager / area supervisor

QUALITIES AND ATTRIBUTES

- Pleasant, open and professional manner
- Display a professional, friendly and caring attitude to residents, staff and visitors at all times
- Able to maintain confidentiality and data protection at all times
- Ability to work within timeframes
- Ability to work independently and as part of a team
- Accept responsibility for work produced
- Accept direction from Care Manager and other Senior Managers as directed
- Know when to seek advice from senior staff

OTHER FACTORS

- Participate in mandatory and other training opportunities
- Actively promote all current work place legislation and regulations particularly WHS, the Privacy Act and all Huon Regional Care policies and procedures



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In particular, employees are to:

- o Be aware of and uphold all Huon Regional Care procedures, practices and policies.
- o Set an example to fellow employees in following all WHS procedures, practices and directions.
- o Correct where possible, and immediately report using documented procedures, any unsafe practice including “near miss” incidents
- o Ensure they do not perform unfamiliar tasks for which they have not received appropriate instruction or training.
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- o Observe all warning signs and notices.
- o Co-operate with the employer so far as is necessary to meet the employer’s obligations under WHS legislation.
- o Contribute ideas to the development of a safer and healthier working environment.
- o Not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS.
- o Participate in and support the induction and other training courses.

PERSONAL AND PROFESSIONAL DEVELOPMENT

You are required to participate in staff meetings, ongoing education programs relevant to areas of responsibility and attend those training programs deemed mandatory.

The performance of all staff will be reviewed on a regular basis.

QUALITY IMPROVEMENT PROGRAM

Huon Regional Care has a strong commitment to the process of Continuous Improvement and all staff are expected to participate by making recommendations, suggestions or identifying opportunities for improvement to work place practices. Staff are also required to participate in relevant practice audits when requested by management.

Other Mandatory Requirements

- Provision of a Working With Vulnerable People Card
- Vaccinations as per Aged Care requirements

Version	Effective From	Comments	Review Date
003	OCT2021	Position Reviewed	OCT2023



All position descriptions are subject to ongoing review at the time of individual performance appraisal.

As the incumbent of this position, I confirm I have read the Position Description understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager’s Name: _____

Manager’s Signature _____ Date: _____