

Clerical Support

Award/Agreement	Aged Care Award 2010
Responsible to	Manager Community Services
Summary of role	In accordance with Resthaven philosophy and policies, provide effective clerical support to the Manager, Coordinators and Professional Staff of Community Services, as well as general reception duties in Community Services.

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

- Provision of reception/switchboard duties to the public and clients of the facility including:
 - Being the first point of contact for phone calls and clients as they arrive in Community Services;
 - Provision of information as required to clients and visitors.
- Provision of general administrative support including:
 - Maintaining office filing systems;
 - General word processing;
 - Providing clerical support function to the Manager, Coordinators and Professional Staff.
- Provision of general clerical support, under the direction of the Clerical Assistant, including:
 - Assisting with the maintenance of computerised records and data relating to clients and staff;
 - Assisting with the maintenance of site financial systems.

Occupational Health & Safety / Quality Systems

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Occupational Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Occupational Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - anything else that is notified as being confidential.

Other duties as directed by the Manager Community Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Intermediate level Word
- Sound knowledge of Excel
- A minimum typing speed of 45 wpm with a high level of accuracy
- Ability to work cooperatively as a team member of Community Services
- Ability to work without direct supervision to complete duties and achieve deadlines
- Ability to work in a confidential manner
- Professional telephone communication and customer services skills
- Use of databases
- Experienced in providing clerical support services
- Experienced in performing reception duties
- Initiative
- Flexibility
- Empathy with aged persons
- Good communication
- Willingness to adapt to change

DESIRABLE CRITERIA

Qualifications / Experience

- Experience in working in a multi-disciplinary health care setting
- Experience in working with aged persons
- Knowledge of medical terminology

Acknowledged _____ Date _____
Manager Community Services

Acknowledged _____ Date _____
Employee