

1. POSITION IDENTIFICATION	
Title	Administration & Roster Assistant
Functional Area	Operations
Reports to	General Manager Operations
Employment Status	Full Time
Terms of Employment	In accordance with the Emmy Monash Health & Allied Enterprise Agreement and any successor agreements
Hours of Duty	As agreed

2. POSITION OBJECTIVE
The Administration & Roster Assistant is responsible for providing administration and roster support to the Operations team.

3. GENERAL RESPONSIBILITIES	
Conduct	
Key Result Area	Performance Indicators
Role model professional behaviors at all time in adherence with Emmy Monash values, policies and procedures	Compliance with Employee Code of Conduct
Maintain privacy and confidentiality in relation to personal and health information of staff and clients	Compliance with organisational procedures in relation to privacy and confidentiality
Promote Emmy in a positive manner	Maintain a positive and professional manner at all times
Ability to work in a team environment, displaying respect and support to work colleagues	Is regarded as a valued contributor to the Emmy team

Customer Service	
Key Result Area	Performance Indicators
Provides effective customer service to residents, their representatives and staff as well as external consultants and visitors on the phone and face to face	Quality services are provided in a timely and responsive manner
Follows up staff/visitor enquiries promptly	Trust and confidence, of colleagues, customers, is gained and maintained through competent performance

Quality/Continuous Improvement	
Key Result Area	Performance Indicators
Ensures documented standards and procedures are complied with in performance of administration and roster duties	Follows procedures as directed
Participates in training and development activities related to responsibilities.	Attends Professional Development as approved
Proactively identifies continuous improvement activities by improving administrative procedures to enhance performance across Operations	Suggests improvements to existing procedures to maximize efficiencies of Operations procedures

Work, Health & Safety	
Key Result Area	Performance Indicators
Compliance with Occupational Health and Safety Procedures	<p>Is compliant with OHS policies and procedures</p> <p>Co-operates with respect to any action taken by Emmy Monash to meet OHS obligations</p> <p>Takes reasonable care of the health and safety of self and others</p> <p>Does not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare</p>
Respond to emergency situation as directed and in accordance with the Emergency Procedures Manual	Responds to emergency situation as directed and in accordance with the Emergency Procedures Manual
Information Technology	
Key Result Area	Performance Indicators
Advanced word processing skills (formatting, tables, reports, mail merge, create forms, letters) and Calender management	Documents are professionally presented
Advanced Excel (graphs, formulas)	Ability to present data in tables and graph format
Competent with Time Target electronic rostering system and related software	Demonstrated ability to navigate around Time Target and to access required reports and information

Roster Administration	
Key Result Area	Performance Indicators
Monitors variances to Clinical, CC&W and Catering Rosters on a daily basis, following up staff as required	Variances monitored daily
Ensures electronic roster procedures are complied with by staff members	Follows up breaches of roster procedures with staff members; refers consistent breaches to Department Manager to address
Allocates staff members to fortnightly rosters and distributes with 14 days' notice	Ensures rosters are completed and distributed by scheduled dates
Update leave schedules, advising Department Managers of roster gaps and staff shortages	Leave is managed effectively
Schedules staff on training/education courses	100% compliance with training
Arranges Agency staff as directed by Department Managers	Complies with CCM requests
Prepares time attendance and leave data for submission to Payroll on a fortnightly basis	Ensures time attendance is submitted to Payroll by scheduled dates
Administration Support	
Key Result Area	Performance Indicators
Prepares letters/correspondence and administration support to Operations team as	Positive feedback from Operation team members and improved efficiency of administration

directed by General Manager Operations	processes
Professionally greets visitors and contractors coming through Dandenong Road Reception	Positive feedback from residents and family members
Backup Reception support	Effective operation of switchboard and transmission of messages

4. KEY SELECTION CRITERIA

Minimum two years' relevant experience as an Executive, Personal or Administrative Assistant working with confidential information. Background in roster administration or health industry experience is desirable but not essential;

Touch typist with advanced Word, Excel and PowerPoint skills;

Experience working with data and spreadsheets, providing reports, tables and graphs as required;

Process driven with high level organisational and time management skills;

Highly developed oral and written communication skills;

Ability to foster effective relationships with staff, residents, family members and external service providers;

Proactively works within a multidisciplinary team;

Current police clearance certificate and Australian residency or a valid work visa

Appraisal: Within 3 months, and prior to the conclusion of a 6 month probationary period, and then on an on-going basis, with a formal annual system of performance appraisal based on key performance indicators and performance objectives.

ACKNOWLEDGEMENT

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

I have read, understood and accept the above position description

Employee's Name:	
Signature:	
Date:	
Direct Manager's Name:	
Signature:	
Date:	