



# Job Description

## Care Centre Administrator

The purpose of the role is to actively support the Care Centre Manager with administration and coordination tasks to ensure the smooth running of the Care Centre and to allow the Care Centre Manager to focus on critical care tasks.

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*



**STRONG ENOUGH TO CARE**



**ONE TEAM**






**STRIVE TO BE THE BEST**



**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Head Office Operations
<b>Reporting Line</b>	Care Centre Manager
<b>Contribution / Responsibilities</b>	<p><b>Resident Records Administration</b></p> <ul style="list-style-type: none"> <li>• Enter new resident details into V-Care and update as required to ensure the smooth running of Care Centre Manager to focus on critical care tasks</li> <li>• New admission clinical folders into electronic and hardcopy</li> <li>• Enter new prospects into V-Care</li> <li>• Book residents' appointments escort and taxi</li> <li>• Update Eldernet</li> <li>• Set up resident clinical files and update as required</li> <li>• Update new form in V-care</li> </ul> <p><b>Care Centre Rosters and Staffing Administration</b></p> <ul style="list-style-type: none"> <li>• Cleaning schedule – booking new housekeeping roster, assist with any changes, delegate work as needed and resolve any issues that arise (PPE)</li> <li>• Assist with preparation of Care Centre staff rosters when requested by the Care Centre Manager</li> <li>• Assist in administration requirements of recruitment activities of Care Centre team, including replacing Registered Nurses when required</li> <li>• Compliance calendar and in-service training records</li> <li>• Keep updated list of first aid competencies and book first aid courses</li> <li>• Scan staff files, performance review documents and orientation booklets</li> <li>• Prepare daily occupancy forms</li> <li>• Setting up personnel file of new employees on site and keep up to date with all information relating to that employee</li> <li>• Maintain the competency register and the APC's of qualified nursing staff</li> <li>• Arrange staff orientation forms and documents for new care staff</li> </ul> <p><b>Care Centre Customer Service Support</b></p> <ul style="list-style-type: none"> <li>• Provide general front of house assistance and customer service to residents including answering phones, directing visitors, issuing sales brochures and materials to prospective residents</li> <li>• Be the first point of contact for Care Centre administration enquires</li> <li>• Deliver residents' mail</li> <li>• Show around new prospect / booking rooms</li> </ul> <p><b>Care Centre Reporting and Audits</b></p> <ul style="list-style-type: none"> <li>• File Incidents and Accident reports by month and in residents' files</li> <li>• Contribute to internal reporting activities</li> <li>• Source and collate reporting activities</li> <li>• Source and collate reporting information for external stakeholders e.g. DHB, MOH</li> <li>• Provide support with audit administration</li> <li>• Manage policy documents and be aware of and track any policy changes</li> </ul> <p><b>General administration</b></p> <ul style="list-style-type: none"> <li>• Update individual staff training files</li> <li>• Manage the staff phone number list</li> <li>• Policy print off / signing sheets and filing</li> <li>• Document management and filing</li> <li>• Set up and take meeting notes and action and distribute as required</li> <li>• Deal with basic email enquires / administration</li> <li>• Assist with bi-monthly newsletter</li> <li>• Support Care Centre Manager with reasonable requests as required</li> <li>• Ensure stationery is ordered as required</li> </ul>

<b>People Leadership (if applicable)</b>	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
<b>Health &amp; Safety</b>	Be a proactive contributor to ensuring the health & safety of our people, our customers, our contractors, and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Previous administration experience including data entry and document creation and management</li> <li>• Accurate and competent PC skills including intermediate – Advanced Office Suite especially Excel, Word, and PowerPoint</li> <li>• Accurate data entry skills, including experience with in-house information management systems</li> <li>• Ability to learn and adapt to new software packages e.g. <i>Tech One</i></li> <li>• Some knowledge / experience on payroll / timesheet administration</li> <li>• Proven ability to maintain effective client relations and a genuine interest in age care</li> <li>• Excellent communication and interpersonal skills both oral and written</li> <li>• Solid, demonstrable work ethic e.g. honest, punctual, and reliable</li> <li>• High personal integrity around confidential information</li> <li>• Highly organised and able to pick up and effectively manage multiple tasks at short notice</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village and care facility staff</li> <li>• Village Manager</li> <li>• Care Centre Manager</li> <li>• Receptionist</li> <li>• Activities Coordinator / Diversional Therapist / Recreational Therapist</li> <li>• Customers both internal and external, including family and friends</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• Nil direct reports</li> <li>• Nil opex / capex budget</li> </ul>
<b>Other</b>	This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the head of Clinical Services.

<b>Values</b>		
 <p><b>STRONG ENOUGH TO CARE</b></p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p><b>ONE TEAM</b></p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.</p>	 <p><b>STRIVE TO BE THE BEST</b></p> <p>We work hard. We like to win. We're always learning and improving.</p>