

<b>Position</b>	Quality and Administration Officer
<b>Date effective</b>	August 2018
<b>Conditions</b>	Lutheran Services (Qld) Aged Care Enterprise Agreement 2017 Clerical Level 3

**Who we are:**

Lutheran Services is a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland. Lutheran Services provides quality and contemporary support and accommodation for older people, youth and their families, people living with disability or mental illness, and families experiencing domestic violence and hardship.

**Our philosophy and vision**

Lutheran Services exists to serve. Delivering the best in service, care and accommodation while making a meaningful contribution to communities is at the core of what we do.

**Our values**

- Offering grace and hope
- Delivering faithful service
- Respecting the dignity of the people we serve
- Fostering a committed and innovative culture
- Securing a sustainable future

**Purpose of the role**

To provide quality customer experience to residents and visitors to Trinder Park Aged Care and provide administrative support to staff as well as coordinate the ongoing facilitation and monitoring of the quality management system and continuous quality improvement activities.

**Reporting relationships**

This position reports to the General Manager and works in close collaboration with the Care Manager.

**Qualifications/Experience**

Incumbent will have experience in a similar position as well as intermediate skills in MS Office applications and the ability to quickly develop a working knowledge of specialised software packages. They should possess an understanding of issues within the aged care industry, including continuous quality improvement and funding processes. They will also have a strong customer service focus and demonstrate initiative. The incumbent should also be comfortable working in a small team environment on a wide range of simultaneous tasks and changing priorities.

**Legislative/policy requirements**

All employees must have a current National Police check and will be required to provide proof of working rights. The incumbent will be required to provide medical information relevant to this position by submitting to a pre-employment medical and be deemed fit by Lutheran Services Chief Medical Officer.

**Roles and responsibilities**

Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will:

- Act as an initial point of contact for residents, contractors and visitors to the service;
- Direct telephone enquiries appropriately;
- Coordinate the assessment, monitoring and evaluation of quality processes;
- Communicate appropriate information about continuous quality improvement to staff, residents and stakeholders;
- Initiate items arising from continuous quality improvement activities;
- Monitor adherence to action plans;
- Coordinate the development, implementation and assessment of the quality training program;
- Maintain and monitor adherence to the schedule of audits;
- Collect, record and analyse quality improvement data;
- Assist with internal auditing projects;
- Assist with resident billing as required;
- Assist with roster creation and maintenance as required;
- Provide assistance with the financial end of month processes;
- Undertake filling, document preparation, mail distribution and banking as required;
- Undertake receipting, petty cash and the management of safe tins;
- Other project support and miscellaneous duties as required.

<p><b>NOTE:</b> This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.</p>
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