



JOB ROLE PROFILE	ADMINISTRATION OFFICER	DATE
<b>PURPOSE</b>	<p>The Job Role Profile - Administration Officer identifies the language, literacy and numeracy standards required to perform effectively in the role.</p> <p>The table below identifies typical tasks, and states the level of workplace standard applicable to the tasks.</p>	

TASK	WORKPLACE STANDARD/S
<b>READING</b>	
<p><b>Read, understand and appropriately action the following printed information:</b></p> <ul style="list-style-type: none"> <li>› Workplace signage</li> <li>› Material safety data sheets (MSDS) and other WHS information</li> <li>› General signage</li> <li>› Operating instructions for equipment</li> <li>› Standard operating procedures (SOPS)</li> <li>› Maps</li> <li>› Surveys</li> <li>› Policies and procedures</li> <li>› Organisational documents</li> <li>› Email and other electronic communications</li> <li>› Minutes and memos</li> <li>› Resident information</li> <li>› Mail</li> </ul>	<p><b>Assumes independent work with familiar supports, mostly familiar context and routine texts, and may involve a number of steps.</b></p> <ul style="list-style-type: none"> <li>› Interpret information in a range of formats such as memos, instant messages, reports spreadsheets</li> <li>› Read and interpret workplace diagrams or flow charts to describe safe operating procedures, operating instructions for machinery</li> <li>› Use workplace software and access the help facility when needed</li> <li>› Read and interpret diagrams to perform practical tasks such as programming an answering machine or security system</li> <li>› Read and interpret meeting minutes and understand actions</li> </ul>
<b>WRITING</b>	
<p><b>Complete and/or prepare:</b></p> <ul style="list-style-type: none"> <li>› Organisational forms</li> <li>› Time sheets</li> <li>› Email and other electronic communications</li> <li>› Communication / maintenance books</li> <li>› Newsletters</li> <li>› Receipts</li> <li>› Messages</li> <li>› Stationery and purchase orders</li> <li>› Surveys</li> </ul>	<p><b>Works independently and uses own familiar support resources.</b></p> <ul style="list-style-type: none"> <li>› Write a routine report, e.g. an accident/incident report</li> <li>› Enter routine data into client management system.</li> <li>› Make notes in a communication book.</li> <li>› Use email for routine workplace communication</li> <li>› Write a short formal letter outlining instructions for a particular purpose.</li> <li>› Complete a routine workplace survey</li> <li>› Complete routine workplace forms for ordering stores, etc. using correct aged care terminology</li> <li>› Write a clear, sequenced message from a client or family</li> </ul>

TASK	WORKPLACE STANDARD/S
<b>NUMERACY</b>	
<p><b>Undertake financial transactions:</b></p> <ul style="list-style-type: none"> <li>› Money-handling</li> <li>› Receipts</li> </ul> <p><b>Complete time sheets.</b></p> <p><b>Maintain required timelines:</b></p> <ul style="list-style-type: none"> <li>› Keep to workplace schedule</li> <li>› Maintain own and/or other staff members' diaries</li> </ul> <p><b>Transfer telephone calls to other extensions.</b></p>	<p><b>May work with expert/mentor where support is requested.</b></p> <ul style="list-style-type: none"> <li>› Keep a record of hours worked and fill in a timesheet</li> <li>› Read and interpret timetables and schedules</li> <li>› Read, interpret and discuss financial data with clients</li> <li>› Prepare financial data for an account or other financial record</li> <li>› Use an online calendar to schedule appointments and locate staff during work hours</li> </ul>
<b>ORAL COMMUNICATION</b>	
<p><b>Orally communicate with:</b></p> <ul style="list-style-type: none"> <li>› Residents and clients</li> <li>› Families, visitors and contractors</li> <li>› Team members/peers</li> </ul> <p><b>Appropriately communicate orally:</b></p> <ul style="list-style-type: none"> <li>› To meet, greet and direct</li> <li>› In general conversation</li> <li>› In workplace communication</li> <li>› In dealing with difficult behaviour</li> <li>› In providing workplace instruction</li> <li>› In providing constructive feedback/input</li> <li>› In participating in meetings and other forums.</li> </ul> <p><b>Use correct telephone manner</b></p> <p><b>Use appropriate non-verbal and body language</b></p>	<p><b>Works independently and uses own familiar support resources.</b></p> <ul style="list-style-type: none"> <li>› Greet families and clients, listen and respond to their needs using short clarifying questions if required</li> <li>› Listen and respond to routine customer needs and action responses</li> <li>› Give clear, sequenced instructions with several steps and ask clarifying questions if required</li> <li>› Deal with difficult behaviour, listening actively to clarify points and differing opinions to resolve issues</li> <li>› Present information to a small group on a particular topic and ask for questions</li> <li>› Express an opinion and provide feedback about workplace procedures</li> </ul>
<b>LEARNING</b>	
<p><b>Participate in ongoing learning and professional development:</b></p> <ul style="list-style-type: none"> <li>› Understand own style of learning</li> <li>› Apply new strategies and techniques</li> <li>› Actively participate in performance reviews</li> <li>› Identify learning and professional development opportunities</li> <li>› Proactive in sourcing information for ongoing learning and development</li> <li>› Accept guidance and advice from mentors and workplace coaches</li> </ul>	<p><b>Works independently and uses own familiar sources.</b></p> <ul style="list-style-type: none"> <li>› Familiar with own strengths and weaknesses as a learner</li> <li>› Will approach more senior colleague to act as a sounding board or mentor</li> </ul> <p><b>Works independently and initiates and uses support from a range of established resources.</b></p> <ul style="list-style-type: none"> <li>› Gather information on a range of courses, assessing and comparing the most appropriate learning pathway</li> <li>› Improve on study routines based on previous experiences</li> </ul>

TASK	WORKPLACE STANDARD/S
<b>DIGITAL LITERACY</b>	
<p><b>Use of computer:</b></p> <ul style="list-style-type: none"> <li>› Software applications - MS Word, Excel, Outlook, Publisher, PowerPoint, client management system, databases</li> <li>› Work in an online environment</li> </ul> <p><b>Use a variety of office equipment:</b></p> <ul style="list-style-type: none"> <li>› Computer</li> <li>› Telephone systems</li> <li>› Mobile devices</li> <li>› Photocopier</li> <li>› Fax</li> <li>› Camera</li> <li>› Scanner</li> <li>› Label maker</li> </ul>	<p><b>Digital literacy skills assessed as necessary for the position.</b></p> <ul style="list-style-type: none"> <li>› Operate or follow instructions to operate mobile devices</li> <li>› Access and interpret information from familiar software programs, instant messaging reports, email, spreadsheets</li> <li>› Use client management program to enter client data and locate client data when required</li> <li>› Navigate and use appropriate workplace online tools and resources</li> <li>› Use workplace equipment as outlined in position description</li> </ul> <p><i>NB: Familiarisation with some or all of the above skills should be included as part of staff induction program.</i></p>