



Prep

Position Description: Lifecare Administrator

PSSC Mission

Supporting people through quality care

POSITION PURPOSE AND PRIMARY OBJECTIVES

1. To provide customer service and support for residents, staff, families, visitors and customers ensuring a welcoming and professional environment.
2. To provide effective, efficient and timely administration and operational support to ensure the smooth functioning and delivery of exceptional Lifecare services at Presbyterian Support South Canterbury.

Report to:	Lifecare Village Manager
Location:	
Staff Reporting to the Position:	Nil
Functional Relationships:	<ul style="list-style-type: none"> • Residents • Families and visitors • Wellness Partners/Caregivers • Activities Coordinator • Nursing Staff • Property Manager and Staff • Tradespeople • Corporate Office Staff
Budget Responsibilities:	Nil
Approved by:	Carolyn Cooper, Chief Executive Officer
Date written:	June 2025
Agreed to by:	Name: Signature:

KEY TASKS

1. GENERAL

- Ensure the Lifecare Village Manager is informed of all key matters.
- Attend all meetings as requested by the Lifecare Village Manager.
- Establish and maintain professional communication and relationships with colleagues, families, volunteers, suppliers and others.
- Ensure Villa and apartment residents are satisfied with services and that any concerns are communicated to the Lifecare Village Manager.
- Show prospective residents around the Village in Lifecare Manager's absence.
- Working knowledge of ORA's.

2. ADMINISTRATION AND RECEPTION DUTIES

- Answer phone calls and direct messages to appropriate staff
- Manage email correspondence.
- Prepare reports, letters and other documents as instructed by the Lifecare Village Manager
- File and maintain resident and staff records.
- Organize and maintain office systems.
- Data entry into Vcare
- Maintain stationery/coffee supplies.
- Assist with Rates Rebates when required.
- Coordinate Village staff rosters alongside the Village RN.
- Provide efficient and professional reception services.
- Promote a positive community environment by fostering a sense of community and encouraging social interactions among residents.
- Promote the Retirement village by creating a favourable first impression.
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- Assist with resident enquiries or complaints, escalating when appropriate.
- Distribute resident's mail.
- Support the orientation of new staff.
- Refer all clinical issues to the Village RN

3. HEALTH & SAFETY

- Take all practicable steps to ensure personal safety and the safety of others.
- Ensure personal work environment is safe and use safety equipment provided.
- Understand and fulfil personal health and safety responsibilities under the Health & Safety in Employment Act 2015
- Understand and fulfil personal requirement as an employee to report hazards or events to management.

4. PROFESSIONAL DEVELOPMENT

- Initiate a performance appraisal review annually with the Lifecare Village Manager.
- Identify any areas where additional training is needed

5. GENERAL

- Undertake any other tasks of a general or specific nature, as required from time to time.

PERSON SPECIFICATION

Work Qualifications / Skills

- Experience working in administrative roles.
- Driver's licence is essential.

Experience/ Knowledge/competencies

- **Organizational Skills:** You will have excellent organizational skills, managing tasks, files, and schedules efficiently and methodically.
- **Communication Skills:** Highly effective communication is vital for interacting with a diverse group of residents, families, visitors, colleagues and managers, both verbally and in writing. Warm, friendly, polite, with an ability to stay calm and composed when dealing with people who may be distressed or frustrated. You will have an awareness of risk assessment and ability to read a situation in order to act appropriately and know when to escalate.
- **Time Management:** You will confidently multi-task to manage multiple challenges and deadlines and will require effective time management skills to prioritize and meet commitments, managing competing deadlines.
- **Computer/ Equipment Proficiency:** Proficiency in common office software (e.g., Microsoft Office suite, Word, letters/written work and tables. Competent typing and data entry skills
- **Attention to Detail:** Accuracy and a keen eye for detail are important for tasks like data entry, document preparation, and ensuring the smooth functioning of Lifecare services.
- **Adaptability:** The ability to adjust to changing priorities and handle unexpected situations is crucial for working in our dynamic environment.
- **Problem-Solving:** You will need to identify and address issues, requiring problem-solving skills and a proactive approach.
- **Confidentiality:** Handling sensitive information requires discretion and a strong commitment to maintaining confidentiality and privacy.
- **Other important knowledge/skills:** knowledge of office procedures and admin support. An understanding of the Aged Care sector is desirable.

Personal Qualities

- Professional maturity to handle sensitive/confidential information and to act with compassion and integrity.
- Possess highly developed interpersonal skills including relationship skills.
- Can work independently and as part of a wider team.
- Self-motivated, uses initiative

Physical Requirements

- This role is an active role involving standing, walking, bending and sitting.