

About BASScare

Boroondara Aged Services Society (“BASScare”) began in 1957 as Canterbury Citizens Welfare Committee. It was formed following recognition by community members that the elderly within the community who were not part of a mainstream church body were often socially isolated, required some assistance and were, in many ways, neglected.

Today, BASScare operates an integrated program of services including residential care facilities, respite care, dementia specific services and an extensive community care program that provides care and support to people who wish to continue living in their own homes.

We actively engage with clients, their families, friends and carers to determine their expectations of care and provide the best possible level of residential and community services.

BASScare is focused on putting the integrity and dignity of those for whom we care first and foremost. We are committed to providing quality services to assist clients to maintain independence and achieve a greater quality of life.

Our Vision

To provide high quality integrated aged care services that:

- encourage independence
- embrace diversity
- are flexible; and
- promote choice, dignity and respect for our clients, staff and volunteers

To Our Employees

At the heart of our success is our people. We seek to provide our employees and volunteers with the resources, skills and knowledge to develop and grow, the opportunity to collaborate with others and the encouragement to challenge themselves. Above all, we are committed to displaying the same level of respect and care towards our employees that we expect them to demonstrate towards our clients.

Our Values and Behaviours

	Level 1 (Enrolled Nurse, PCAs, Support Workers)	Level 2 (Team Leaders, Supervisors, Middle Management, Coordinators)	Level 3 (Senior Management)
Client Focused Our choices are guided by what is in the best interests of those we serve. We strive to consistently deliver person centred care.	<ul style="list-style-type: none"> • Works to understand the needs of clients. • Looks for ways to enhance the day to day experience of clients. • Prioritises the client’s needs over personal preferences and self-interest. 	<ul style="list-style-type: none"> • Ensures that a strong client focus remains at the forefront. • Works collaboratively with team members to facilitate the needs of clients. • Provides the resources and capability required to respond to the needs of clients. 	<ul style="list-style-type: none"> • Makes time to be visible and accessible to clients and front-line employees. • Displays a genuine desire and curiosity to better understand the evolving needs of others internal and external to the business. • Works to build and promote the organisation’s brand, purpose and direction.
Respect We value people for who they are and show them the same level of compassion, care, and consideration that we would expect.	<ul style="list-style-type: none"> • Supports and promotes respectful, ethical practices. • Acts openly and honestly. • Demonstrates commitment to personal safety and the safety of others. • Adheres to BASScare policies and procedures, relevant standards, regulations and act. 	<ul style="list-style-type: none"> • Demonstrates flexibility, openness and inclusiveness. • Takes the time to listen and understand the perspective of others. • Clarifies expectations and provides feedback on a frequent and timely basis. • Challenges unproductive behaviour promptly when it arises. 	<ul style="list-style-type: none"> • Invests time in regular communication across a range of audiences and formats. • Encourages the contribution of employees and provides them with the opportunity to share their perspective.
Humility We recognise that we are nothing more or less than the people around us.	<ul style="list-style-type: none"> • Owns up to mistakes. • Celebrates the achievements of others. • Offers and accepts apologies graciously. • Recognises personal strengths and weaknesses. 	<ul style="list-style-type: none"> • Willingness to do lower level work for the good of the team. • Talks about the general team rather than themselves. • Shares credit for team accomplishments. 	<ul style="list-style-type: none"> • Encourages others to challenge their ideas. • Focuses on the best interests of the group rather than themselves. • Makes difficult decisions and is willing to change what doesn’t work • Has the courage to ask questions they can’t answer.

Purpose of the role

The Human Resources (HR) and Quality Administration Assistant is to provide efficient and effective administration services to the HR and Quality departments.

Organisational Relationship

Reports to: HR Advisor and Quality Auditor

Direct Reports: Nil

Key Relationships: GM HR, Payroll, and GM Compliance, Risk and Continuous Improvement

Qualifications / Experience

Essential

- Ability to prioritise and complete work within established deadlines, with a proactive approach to problem solving.
- Ability to maintain strong attention to detail.
- Valid Police Check
- Immunised in accordance with Public health Guidelines

Desirable

- Previous experience in HR or Quality Administration

Areas of Responsibility

Administration HR

- Assist with employee lifecycle administration, preparation of paperwork, on boarding / induction /off boarding.
- Using Microsoft office and In house IT systems to complete HR related administration task
- File preparation, filing, photocopying, emailing and scanning.
- Auditing of staff Files, (digitally and hard copy), Updating Performance Review and eLearning databases
- Support the recruitment process – Schedule interviews, phone screens and reference checks.
- Support with HR related projects as and when required

Clinical and Administration Quality

- Provide general administrative support to the Quality Team (QT)
- Supporting QT with reports and document development
- Monthly Quality Reports
- Analysing data from ionMy (Compliance, Risk, Governance and Continuous Improvement system)
- Minutes taking of Quality Meetings
- Maintaining Prompt Document Management System
- Follow up on LinkSafe enquires
- Answering and follow up queries from services across the business

Continuous Improvement

- Assist to identify, establish, improve and maintain processes for BASScare.
- Completes an Improvement Form when there is an identified need to improve

Occupational, Health and Safety

- Participates in the risk management program and contributes to a clean, safe work environment to ensure safety of residents/visitors, other staff and self
- Reports immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue
- Participates in problem solving processes to resolve OH&S issue

Ongoing Education

- Participates in continuing education, including mandatory training

Reporting Requirements

- Reports any issue of concern to the relevant manager

Performance Review

- As required

Signatures

As an Employee of BASScare, I have read and I understand the above position description. I agree that I am able to and will meet my obligations to fulfil this role efficiently and effectively.

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Signed (Employee)

.....
Signed (Manager)

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Name

.....
Name

.....
Date

.....
Date