

LUCY RILEY

BUSINESS ADMINISTRATION, WESTMONT HOMESTEAD

Why did you choose to undertake a traineeship? The gap year traineeship appealed to me as I was uncertain on what I wanted to study at university, it also provided me an opportunity to earn money and gain financial independence. The Westmont Business/Admin traineeship interested me as I wanted to experience what it was like working full time in an environment that involved administration and finance, but also Registered Nurses and other health professionals.

What is your traineeship like and what duties do you generally undertake?

The main duties of my job include: answering the phones; being the first point of call for people enquiring about Westmont; interacting with and supporting the residents; develop and maintain respite calendar; filing and document maintenance; and being a friendly face as people come through to visit relatives or friends.

I also play a great part in admissions to the homestead, that is, when Residents come in to the nursing home for a respite stay or permanently. I admit them to our system and do all the administration to support that activity. This involves working closely with ENs and RNs, which I have really enjoyed. A part of my job that I have thoroughly enjoyed is the opportunity for regular interaction with the Residents, I have met so many wonderful personalities that have brought so much fun and joy to coming to work everyday.

What personal skills have you developed from doing the gap year? Whilst doing my traineeship I have gained personal skills from being in a full time work environment. The main ones include; organisational skills, ability to work with people, and communication. These three have been essential in working at Westmont as although we have different departments such as hotel services, admin and care all 3 have a 'ripple' effect on one another.

What have been the highlights of 2018? A massive highlight of 2018 is the moments I have shared with Residents (as cheesy as that sounds). I have not had many elderly people in my life so being able to see them everyday has been fantastic. There have been so many different personalities, from Residents that constantly have me and my colleagues laughing to the ones that give me hugs whenever we see each other. Another highlight of 2018 is having weekends off and being able to go away with the annual leave that I have saved throughout the year.

What are you looking forward to in 2019? In 2019, I am looking forward to moving away to university. This will be to Deakin Burwood, Melbourne. After a year of tossing and turning on what I wanted to study, working at Westmont in an environment full of nurses and health professionals, caring for the elderly has helped me to decide on my degree. I will be studying a Double Degree of Nursing and Psychological Science. I hope this will help me in pursuing a profession in the health sector working in Nursing with also having the flexibility to study Psychology in the future.

