



# Position Description

<b>Position Title:</b>	Administration Officer (After Hours)	<b>Approval Date:</b>	April 2021
<b>Authorised By:</b>	CEO	<b>Review Date:</b>	April 2024

**Our Vision** People in our communities enjoy better and longer lives

**Our Role** We work in partnership with other health and wellbeing services to enhance the health of our communities in Whitehorse and Nillumbik by meeting additional needs that no one else does in the segments we service, whilst prioritising access for those who need it most and we also work with partners to address the root causes of vulnerability.

### Our Key Business Segments

- Helping people with a long term physical or mental health condition to live better
- Providing services and supports to people with disability
- Helping older people stay at home longer
- Providing integrated services and supports for children and youth
- Delivering public and private dental services
- Addressing the root causes of vulnerability

**Our People** People aspire to work with us and contribute to our business and community. We are committed to building a culture that embodies our values and is driven by providing high quality services, supports and experiences.

### POSITION OVERVIEW

<b>Job Purpose</b>	This role, Administration Officer, is accountable for the provision of administration support across the organisation and will operate after-hours. Working with a small team the role will also ensure smooth running of our after- hours Mental Health Nursing service.
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide a broad range of administrative support, to the team and the wider organisation including photocopying, scanning, ordering.</li> <li>• Collate information and prepare data reports as required</li> <li>• Support internal documentation and processes through: <ul style="list-style-type: none"> <li>○ Updating templates and create work practices and processes to enable efficient use of resources and to maximize time efficiency.</li> </ul> </li> </ul>

# Position Description

	<ul style="list-style-type: none"> <li>○ Administer, create and maintain all spread sheets, service agreements and all organisational documentation requirements. Both electronically and hard copies if required.</li> <li>○ Updating Policies and Procedures, and sorting in logical manner in new systems</li> <li>○ Creating working instructions</li> <li>● Logical creation of e-files and records</li> <li>● Provide first point of contact for external and internal organisations and customers in a positive and professional manner and announce arrivals.</li> <li>● Be able to provide appropriate information, judgement around enquiry urgency, call directing and accurate message taking.</li> <li>● Support program areas on booking and confirmation processes for consumers.</li> <li>● <b>Administrate The TRAKCARE</b> database, including client, service provider and staff detail, specific tasks include:             <ul style="list-style-type: none"> <li>○ Registration and discharge of consumers.</li> <li>○ Maintenance of service provider records.</li> <li>○ Record keeping associated with TRAKCARE</li> <li>○ Liaison with software provider/ Informatics manager and IT for help desk queries and on-going training needs.</li> <li>○ Maintain working instructions for the database.</li> <li>○ Generate data reports as requested.</li> </ul> </li> <li>● Other duties as required</li> </ul>
<b>Qualifications</b>	N/A
<b>Skills and Experience</b>	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>● Be able to manage contact with clients from diverse backgrounds (especially when English is a second language, or client has cognitive/memory issues).</li> <li>● Understanding the needs of Program Staff and external customers (including key stakeholders.)</li> <li>● Able to follow clear written working instructions.</li> <li>● Clear understanding client confidentiality principles when communicating with staff, clients and service providers.</li> </ul> <p><b>Teamwork</b></p>

## Position Description

- Working across different ages and irrespective of gender, race, religion or political persuasion
  - Working as an individual and as a member of a team.
  - Ability to work within a small team and respond to broader organizational requirements.
- Problem Solving**
- Ability to identify work practices and process that are able to be improved upon and communicate options and ideas to all levels of team members.
  - Flexibility & adaptability in embracing constantly changing work practices and systems.
  - Have confidence to communicate, troubleshooting and solving problems in teams
- Self-management**
- Ability to take ownership of allocated tasks and work autonomously in providing an efficient administration support.
  - Able to monitor own workload and prioritize tasks within required timelines.
  - Take initiative to pursue work that may be identified as essential
- Planning and Organisation**
- Work in partnership with program staff, to ensure streamlined and consistent delivery of program of work.
- Technology**
- Have well established advanced skills in Microsoft Office.
  - Be able to use IT to store/file information to reduce paper usage.
- Learning**
- Participate in new learning relevant to position to maintain/improve skill base.
  - Be responsible for seeking own learning opportunities.

# Position Description

	<ul style="list-style-type: none"> <li>• Willingness to join Team Based learning where applicable.</li> </ul> <p><b>Initiative and Enterprise</b></p> <ul style="list-style-type: none"> <li>• Ability as a self-starter to identify and initiate a program of work related to the role.</li> <li>• Ability to adapt to change in work practices and new situations.</li> <li>• When required identify and create processes and corresponding working instructions.</li> </ul>
<p><b>Key Selection Criteria</b></p>	
<p><b>Mandatory</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive computer skills including advanced skills in the use of Microsoft products ie. Word and Excel and highly competent and accurate typing ability.</li> <li>• High level administrative skills, accuracy and attention to detail, organisational skills and ability to prioritise workload.</li> <li>• Proven high level of customer service skills including an understanding of consumer and family need.</li> <li>• Highly developed data administration skills.</li> <li>• Demonstrated understanding of consumer and staff privacy issues.</li> <li>• Ability to work with minimum supervision, demonstrating high levels of initiative, personal judgement and self-motivation.</li> <li>• Proven teamwork skills.</li> <li>• Demonstrated skills in managing workplace change.</li> <li>• Proven capacity to learn new systems and tasks quickly and incorporate into daily work.</li> </ul>
<p><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>• Experience working in community/public health or community based setting.</li> </ul>
<p><b>KPIs/Performance Goals</b></p>	<ol style="list-style-type: none"> <li>1. Program administrative support – high quality, timely and accurately delivered</li> <li>2. Work effectively as part of a team at all times</li> <li>3. Program staff report satisfaction with administrative support</li> <li>4. Attendance – reliable and punctual</li> <li>5. Self-starting to manage program of work</li> </ol>

# Position Description

<b>Service/Program</b>	After-hours Mental Health Nursing Service	
<b>Reports</b>	<b>Job reports to ...</b>	<b>Direct reports ...</b>
		Nil
<b>Award/EBA</b>	Victorian Stand-Alone Community Health Services (Health And Allied Services, Managers And Administrative Officers) Multiple Enterprise Agreement 2018 - 2022	
<b>Classification</b>	Clerical Worker Grade B	

<b>Terms and Conditions</b> 7 days per week: Mon-Fri – 6-11pm Sat & Sun – 2 – 7 pm	<b>Status</b>	Full time <input type="checkbox"/>
	(To check boxes, refer to “Guidelines-Check Boxes-2010)	Part time <input type="checkbox"/>
		Casual <input checked="" type="checkbox"/>
		Volunteer <input type="checkbox"/>
<b>Length of Term</b>	<u>3 months (July 2021)</u>	
<b>EFT</b>	<u>0.2 – 1.0 EFT</u>	

## Requirements:

- A Police Record Check is required for all roles
- A Working with Children Check, other credentials and role specific checks (such as Disability Worker Exclusion Scheme checks) will be required in accordance with government funding requirements and legislation.
- All employees must provide 4 forms of identification upon commencement.
- All employees must be permanent residents of Australia or hold a current, valid visa.
- A current Victorian Driver’s Licence (where driving is a component of the role)
- A probationary period of 6 months applies unless otherwise stipulated.
- All employees must abide by the organisations Policies & Procedures.
- All employees may be required to work across any of the organisations sites.
- All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct.



# Position Specification

## MANAGER DECLARATION

This role reports to me and I confirm I have read and understood the Compliance Checks Procedure and that in addition to the Police Check requirements, the following requirements are required as part of ongoing employment to this role:

WWCC	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
NDIS	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Statutory Declaration	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Credentials/Registration	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Other \_\_\_\_\_

## EMPLOYEE DECLARATION

- i. I acknowledge that I have read and understood the requirements of the position as detailed above.
- ii. Do you have any pre-existing injuries or conditions that could reasonably be expected to be affected by the nature of the proposed employment?

Pre-existing injury/condition?      Yes                          No   

If yes, please provide details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Failure to make such a disclosure, or the making of a false disclosure, will result in Sections 82(8) of The Accident Compensation Act 1985 applying. Section 82(8) of the Act provides that where a recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing injury or disease arises out of or in the course or due to the nature of employment with a company, it will not entitle the worker to compensation.

The disclosure of information on a pre-existing injury or disease will not impact on the recruitment process in any way. Nillumbik Community Health Service Ltd is an Equal Opportunity Employer.

**Signed (employee):** \_\_\_\_\_

**Date:** \_\_\_\_\_