

Position Description

Position:	Administration Officer
Department:	Administration
Reports to:	Corporate Services Manager
Enterprise Agreement:	Health and Allied Services, Managers and administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025

The Organisation

Omeo District Health (ODH) is a Small Rural Health Service that provides a wide range of health and support services to the local communities including Urgent care, Acute, Transitional, Residential Aged, Primary care and Home-based care.

ODH is located in East Gippsland High Country (Omeo & District) - a gateway to the spectacular Alpine region of Victoria, a lifestyle destination with plenty of opportunities for many outdoor pursuits. Consistent with its purpose, ODH aims to promote and enhance the health and wellbeing of the people of the East Gippsland High Country.

We do so by:

- Reaching out to our local rural community in the planning and delivering of our services
- Building a highly engaged and skilled team of health care professionals and volunteers with a commitment to creating a culture of achievement and service excellence
- Developing sustainable health care service models and ensuring that we comply with our legislative, ethical and statutory obligations and
- Investing in strategic partnerships and alliances that help achieve better service outcomes.

ODH is an equal opportunity employer and has adopted a common set of values and code of conduct that drive our everyday work:

C	Compassion
A	Accountability
R	Respect
E	Excellence

Our people are at the heart of our organisation. Every day our people make a difference to the lives of our consumers and their families, demonstrating our commitment and care for our community and staff.

We are committed to building a team with a variety of backgrounds, skills, and views. The more inclusive we are, the better our work will be. Creating a culture of Equality is our commitment to our staff, volunteers, and our community.

Department

The Administration team at Omeo District Health offers onsite and virtual support to a range of stakeholders and areas across the organisation.

Position Summary

The Administration Officer is responsible for providing timely and responsive secretarial, administration and reception support.

Core components of the role include: communication, organisational and interpersonal skills; strong attention to detail and teamwork.

Key Responsibilities and Duties

Administration

- Screens and process correspondence including drafting of responses and files management
- Consult, collate information, draft, format and upload various documentation for meetings
- Follows up actions, liaising with appropriate staff and update action registers or escalate issues as relevant
- Contributes to the development and formatting of policies, procedures and systems to support business processes and improvement
- Manages databases including entering, manipulating and extracting data for ad hoc or scheduled reporting
- Ensures accurate and timely processing and submission of data / reports for internal and external stakeholders, including various government entities, training providers (where applicable)
- Addresses phone, email or visitor inquiries in a professional and responsive way
- Attends relevant meetings, manage diaries, room bookings, catering, event booking and travel requests
- Orders office supplies, IT equipment and ordering of and replenishment of stationary
- Maintains various registers (visitors, gifts)
- Assists with administration of purchase orders and invoices, as delegated
- Planning and organising
- Sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required
- Identifies processes, tasks and resources required to achieve a goal
- Establishes systems and procedures to guide work and track progress
- Recognises barriers and finds effective ways to deal with them
- Has excellent attention to detail

Occupational Health and Safety

- Promotes a safe working environment by identifying and reporting hazards.
- Ensure work practices are implemented in accordance with ODH's Occupational Health & Safety policies

Legislation, Regulations and Standards

- Comply with the requirements and compliance responsibilities of relevant legislation, regulations and standards where they directly impact on the service activity and delivery of care.

Privacy, Dignity & Confidentiality

- Recognise and respect consumer right to privacy, dignity and confidentiality.
- Demonstrate a commitment to and understanding of the Information Privacy Principles concerned with empowering individuals to manage, as far as practicable, the collection, use and dissemination of personal information about themselves.

Workplace culture

- Establish positive and productive working relationships within the organisation and externally
- Model and incorporate ODH values and behaviours outlined in ODH's code of conduct into all aspects of work practice and communications
- Encourage a positive workplace culture supported by respectful and non-discriminatory practices

Professional Development

- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

Commitment to the organisation's values

ODH has adopted a common set of values across the organisation and developed associated behaviours around these values. Selection will be based on assessing demonstrated performance of the skills, knowledge, behaviours and other personal qualifications relevant to the role.

Key Selection Criteria

Selection assessment will be based on demonstrated expertise, performance and other attributes and qualifications relevant to the role.

Technical expertise

- A demonstrated high level of computer skills and digital literacy (e.g. Microsoft suite)
- Thorough knowledge of administrative systems (preferably in health) and demonstrated experience in the efficient and timely processing of information
- Ability to maintain systematic and accurate administrative records during normal operation and provide clerical assistance and support during emergencies
- Demonstrated ability to source information and manage the production and formatting of a range of written material including policies and procedures, reports, presentations and correspondence
- Experience in providing secretarial services to committees, including the preparation and distribution of timely, organised, comprehensive and well-presented agenda and meeting packs, drafting of minutes and follow up of action items.
- Proven ability to prioritise and manage time effectively, including management of appointments and consumer inquiries via email, phone or in person (via reception)
- Appropriate records keeping assistance, including secure scanning and filing (hardcopy and electronic)

Communication

- Demonstrates excellent written and verbal communication
- Adopts a direct and open communication style
- Ability to convey ideas and information in a concise and clear way
- Effective interaction within ODH and with external stakeholders including other health agencies, professionals and the wider community
- Demonstrated ability to work with confidential and sensitive information
- Ensure appropriate sharing and handover of information to support business continuity and positive patient and business outcomes

Teamwork

- Demonstrate commitment to co-operation and a team approach and exhibiting a positive personal contribution to the practice and ODH culture
- Demonstrated experience and the ability to work efficiently with a wide range of individuals to provide executive support and promote efficient and effective service provision.
- Ability to work in a multidisciplinary team in an organisational environment of rapid change.
- Ability to work flexibility and sometimes independently (if required)

Continuous improvement

- Demonstrate a commitment to the delivery of safe and high-quality services.
- Welcomes and provides constructive feedback
- Demonstrate expertise or understanding of how to incorporate continuous quality improvement in all aspects of the role and in accordance with ODH policies.

Other

- Australian citizen or permanent resident
- Current National Police Check and NDIS check
- Employment history checks
- Compliant vaccination status or hold a medical exception

Required

- Computer literacy with experience in data management and an advanced level of word processing skills.
- Formal qualifications and/or experience in Microsoft Office applications
- Desirable
- Experience with health industry specific programs would be beneficial.

Performance Review:

Six months after commencement of employment, then annually thereafter.

I,

Agree to undertake the duties as specified in the position description, and accept the appointment in accordance with the responsibilities stated above. My signature acknowledges confirmation of the terms and conditions offered.

As an occupant of this position, I have noted this statement of duties and agree to perform the duties indicated and observe all requirements of the organization's policies and procedures.

Signature: _____ Date:/...../.....