

POSITION DESCRIPTION

Position:	ADMINISTRATIVE OFFICER
Department:	ADMINISTRATION
Reports to:	People, Culture and Business Manager
Award:	<i>Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025</i>
Classification:	Grade 1

The Organisation

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

ODH is located in the East Gippsland High Country (Omeo & District) and is the gateway to the spectacular Alpine region of Victoria. Surrounding Omeo is an abundance of national parks, mountains, rivers and lakes.

Consistent with our mission, we aim 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:

- W Wellbeing
- E Empathy

- C Creativity
- A Accountability
- R Resourcefulness
- E Excellence

Our people are at the heart of our organisation - no matter the role. 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.

Department

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

Role

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

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
- Manages office supplies, IT equipment and ordering of and replenishment of stationary
- Maintains various registers (visitors, vehicle, keys, gifts, maintenance requests etc)
- 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

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

Occupational Health and Safety

- Ensures that work practices are carried out in accordance to the Occupational Health & Safety policies of the organisation.
- Promotes a safe working environment by identifying and reporting hazards.

Infection Control

- Promotes optimal infection control practices, appreciating the importance of Hand Hygiene as the single most important factor in reducing the risk of spreading infection.

Professional Development

- Participates in annual performance review and development program.
- Maintain knowledge required for the performance of the position.
- Complete ODH Mandatory Education Training annually.

Key Selection Criteria

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

1. 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)

2. 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

3. 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)

4. 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.

Risk Assessment / Job Analysis

Under Occupational Health and Safety, potential risks associated with this position are detailed below. Employee familiarity and compliance with emergency procedure codes apply to all areas of the organisation.

Aspects of Normal Workplace	Frequency
<u>Work Environment</u> <ul style="list-style-type: none"> • Manage demanding and changing workloads and competing priorities. • Work a fixed roster with the possibility of extended hours. • Sitting at the computer or in meetings for extended periods of time. • Work in a team environment and at times independently. • Work in locations geographically separated from the main facility. • Exposure to hazardous substances / environment are part of hospital workplace. Protective equipment and procedures are in place to prevent. 	Continual Occasionally Continual Continual Occasionally Occasionally
<u>Work Activity</u> <ul style="list-style-type: none"> • Undertake administrative tasks including intensive computer work, filing, writing, participating in meetings, concentrating for long periods of time • Use of technology including photocopiers, telephones, video equipment, white boards, laminating machines, etc • Undertake manual handling activities (eg, sit/stand desks, lifting, pulling, pushing, transferring, twisting) on a daily basis. • Participation in hazard identification and improvement strategies. 	Continual Continual Occasionally Continual
<u>Work relationships</u> <ul style="list-style-type: none"> • Work within a team environment • Professional interaction with administration, clinical, support services staff • Interact with staff from other hospitals/organisations • Interact with members of the public • Interact with patients and relatives 	Continual Continual Continual Continual Continual

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:/...../.....