

**Position Title:** Administration Officer

**Campus:** Ballarat

**Directorate:** Aged and Community Care

**Department:** Carer Support Service

**Reporting to:** Manager, Carer Support Service

**Direct Reports:** None

Indirect Reports: None

### Appointment Terms/Conditions:

**Classification and Code:** Grade 1

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

## **POSITION PURPOSE**

Carer Support Service (CSS) provides supports and services to carers living in Central Highlands, Central Grampians and Wimmera regions. CSS is a Carer Gateway service provider and also provides services under the Victorian Support for Carers Program. Our office is located in Mt Helen, where you will join a skilled team of health professionals and work within a supportive environment.

Administration Officer is an integral member of the team at CSS and actively contributes to the growth and development of the program. They have responsibility for a broad range of administrative, financial, service delivery, operational and systems related tasks. This role requires high levels of accountability, responsibility, effective teamwork and strong competencies in a broad range of administrative and financial functions.

## **KEY ACCOUNTABILITIES**

- Maintain knowledge and awareness of Carer Recognition Act and Carers' Rights and Responsibilities.
- Participate as an integral member of CSS team and actively contribute to growth and development of the program.
- Work closely with the Program Manager, Team Leaders and Senior Administration Officer for effective and efficient delivery of administrative responsibilities.
- Office administration - managing and ordering office supplies; assistance with fleet management & car bookings; OHS reporting; reporting and following up on maintenance issues; managing administrative tasks related to team meetings, like agendas, minutes, follow-ups; assisting & supporting colleagues with administrative matters; and other related tasks.
- Reception & Communication - managing phone calls; phone messages; after hours reports; emails; postal and internal mail; attending to visitors; managing promotional materials, flyers; managing newsletter; assisting with events and activities; and other related tasks.
- Client matters - set-up, maintenance and closure of client files (electronic and hard copy); booking and managing appointments; assist with collation and lodgement of reporting data to funding bodies and others as required; assisting & supporting colleagues with administrative matters; assisting with client satisfaction surveys and other consumer engagement opportunities; assisting with quality improvement activities; maintaining strict privacy and confidentiality; and other related tasks.
- Purchase of services, goods & equipment for clients - maintain knowledge of and information about relevant service providers and suppliers; managing purchase orders & invoices, liaising with service providers, suppliers and finance team as required; creating and maintaining complete and accurate records of transactions; assisting colleagues as required; and other related tasks.
- Commitment to ongoing professional development. Maintain current knowledge and demonstrate a commitment to continuing personal and professional growth. Actively participate in supervision and performance review processes.
- Maintain proficiency in Core Competencies:
  - Thorough understanding of and adherence to Privacy and Confidentiality
  - Adhering to Grampians Health values
  - Time management
  - Problem Solving
  - Effective and Efficient Communication
  - Respectful and responsive person-centred care
  - Accurate, effective and timely client record management
  - Working in multi-disciplinary team(s)
  - Equitable service provision

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Highly developed administration skills and demonstrated relevant experience.
- Desirable but not essential – formal qualification in administration/business disciplines.
- Demonstrated experience of working in environments where accountabilities are high and sensitive information is treated with strict confidentiality.

### **Technical/Professional Knowledge and Skills**

- Proficient in the use of a broad range of administrative processes, IT systems, and client record management systems utilised in health and community services.
- Well-developed Microsoft Office skills (Excel, Word, Outlook etc.).

### **Personal attributes and Interpersonal skills**

- Demonstrated commitment to continuing professional development.
- Well-developed communication and interpersonal skills including the ability to develop and maintain effective working relationships with staff internal and external to the department.
- Demonstrated ability to work independently/without direct supervision and use initiative to anticipate and solve problems.

## **ORGANISATIONAL REQUIREMENTS**

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## **OTHER RELEVANT INFORMATION**

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural,

ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.