

## Position Description

### Administration Officer

<b>Award Classification:</b>	Grade 2 Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Directorate:</b>	Quality & Safety
<b>Reports to:</b>	Quality, Safety and Risk Manager
<b>Direct Reports:</b>	Nil
<b>Employment Status:</b>	Part Time 0.6 EFT
<b>Employment Type:</b>	Ongoing

Our vision is ensuring the health and wellbeing of our community.

### Overall Position Purpose

This position contributes to the success of DPV Health by operating as an Administrator Officer within the Quality, Safety and Risk team.

This position is responsible to provide administrative support, system support and facilitation of process improvements to streamline and improve current practices. This role is responsible for ensuring all administrative activities of the Quality, Safety and Risk are undertaken and completed effectively and efficiently.

To provide administration support and expertise by ensuring all administrative activities within Quality & Safety and Risk area are undertaken and completed effectively and efficiently.

### Duties and Responsibilities

#### Service Delivery

- Provide administrative support the Quality Coordinator and Quality Safety and Risk Manager including:
  - Quality Reporting when required
  - Disseminating messages to relevant Managers and Staff members in an efficient and timely manner
  - Document management support including scanning and filing of documents
  - To undertake general administrative duties including word processing, filing, appointment making, room bookings and meeting coordination.
  - Support the daily operations of the Quality, safety and Risk area
  - Assist with data entry for audits as required
- Provide administration to support meetings when required including:

- Preparation of Agendas
- Room bookings, meeting invitations and monitoring and recording attendance and absenteeism
- Taking minutes, circulating and following up or delegating action items as required
- Prepare documents, PowerPoint presentations or other presentations as required
- Support the daily operations for the Quality, Safety and Risk
- Support the team with accreditation activities including bookings, room set up and pack up, invitations, monitoring RSVPs, organising catering etc.
- Provide support during accreditation to ensure required documentation is available
- To develop and maintain effective communication systems between staff and act as a conduit by developing and maintaining effective communication strategies

### **Reporting, System and Analytics**

- Provide administrative support and ensure that database registration and maintenance for VHIMS, GEMBA and any other quality reporting databases
- Distribute incidents and feedback to managers for follow up via database systems
- Produce reports from databases and distribute to teams as required
- Induction and administration training of Quality databases when required
- Actively use and promote the use of DPV Health systems such as TRAK, VHIMS, eCase, VHIMS, MyBookings, e3, Gemba, Trim and others

### **Financials, Budgets, Target, Funding (if appropriate)**

- Identifying opportunities for efficiencies.
- Ensure that all financial transactions are undertaken in line with approved DPV Health policy and delegations.

### **Culture, Engagement, Diversity – People Experience**

Demonstrates behaviours aligned with DPV Health Values and Code of Conduct

- Participate in regular supervision, annual work plans and annual performance reviews
- Actively participate in all required training, inductions and development
- Actively participate in and attend organisationally required meetings in a positive constructive manner. Offering balanced views and seeking solutions
- Actively supports and demonstrates inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct

### **Health and Safety**

- Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards and injuries.

- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training.
- Demonstrate safe work behaviours and conducting work in accordance with our safety management system.

### **Risk Management and Compliance – Quality and Accreditation**

Ensure documentation supports both quality and department standards

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of their care and services
- Identify risks as they emerge and proactively address new and known risks.
- Commitment to partnering with clients to facilitate effective engagement and participation.

This position description contains the key tasks and associated performance indicators for this position. The list of key tasks is not intended to be complete. Other tasks will be assigned from time to time to meet the needs of the organisation

### **DPV Health Requirements**

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|--|-------------------------------------|
| • Current Victorian Drivers Licence                    | • Valid Working With Children Check |
| • Disability Workers Exclusion Scheme statement (DWES) | • Satisfactory Policy Check         |
| • Travel between sites is required                     | •                                   |

### **Authority**

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The occupant of this position has authority as per the delegation manual.

### **Key Selection Criteria/Qualifications Required or Desirable**

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#### **Qualifications**

- Demonstrated experience in administrative role within the health care sector preferred

#### **Required**

- High level of competency in Microsoft Office Products
- Experience with DPV Health Systems and Databases including VHIMS and TRIM and demonstrated ability to learn and adapt to new information technology systems
- Extensive experience in the provision of varied administrative duties and customer service
- Experience and ability to minute meetings
- Highly developed oral and written communication skills
- Demonstrated ability to relate well to staff and clients

- An ability to manage complex inquiries from clients, staff and other stakeholders, working collaboratively to find solutions
- An ability to prioritise, plan and organise workload including general office duties
- Relevant experience that demonstrates the Core Competencies, Attributes and Capabilities

#### **Desirable**

- Current driver's licence
- Proficiency in a community language would be an advantage
- First Aid Certificate
- Experience in working in the public Health Community or government sector

### Key Selection Criteria/Work experience, skills and Behaviours

In order to succeed in this position, it is expected that you will have;

- As a health care provider our customers place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining high standards and quality of work ethics. You are motivated to do what is legally and morally.

#### **Service Delivery**

- Well-developed skills to be able to provide administrative support
- Experience with providing administration assistance in a health care setting
- Experience with document control and distribution
- Experience with organisational audit data entry
- Experience in supporting staff with induction and training

#### **Communication and interpersonal approach**

- High level of energy, initiative, sound judgement and a sense of urgency
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner
- Excellent written and verbal communication skills.
- Sensitivity to issues related to the provision of services in a community of high cultural diversity
- Communicates with a diverse range of audiences in an informative, engaging and persuasive manner.
- You can be tactful and impactful.
- Communicating to a diverse range of audiences in an informative, engaging and persuasive manner
- Ability to present complex information in an easily understood and accessible format

#### **Client Focussed**

- Ability to deliver results and meet and exceed your client expectations.

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Demonstrated responsiveness to client needs and wants (internal and external)

### **Planning and Organisation**

- Ability to write clear, concise and informative reports
- Analyse and present complex information in an easily understood and accessible format

### **Industry**

- Knowledge of community support services
- Ability to work independently and respond to a changing work environment

### **Quality, process improvement and innovation**

- Uses initiative in identifying continuous quality improvement opportunities
- Knowing the most effective and efficient processes to get things done. Speaking up and making suggestions when things can be done better for the client
- Capacity to make decisions, find solutions and escalate when required
- Seek opportunities to improve processes adapting to a flexible and changing environment
- Commitment to maintaining a high standard and quality of work and ethics

### **Self-motivated**

- Solution orientated and creative thinker
- Ability to work independently and meet agreed timelines
- The capacity to learn and to use effectively DPV Health electronic systems (for example VHIMS, TRIM, , iChris, Staff Intranet and Gemba).