



Position Description

Position Title:	Community Services Administration Officer
Award/classification:	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015 ("the Agreement") Community Services
Directorate:	Community Services
Reports to:	Program Manager, Manager
Direct reports:	Nil
Effective date:	March 2019

Overall Position Purpose

Purpose: The purpose of this role is to contribute to the effective operations of the Community Services Teams which includes Physical Wellbeing, Wellbeing Advisory and Community Outreach. The role involves providing administrative support, system support and facilitation of process improvements to streamline and improve current practices across these areas. The role will provide project coordination and support as required to the relevant Managers, Coordinators, Clinicians and teams. This role is responsible for ensuring all administrative activities of the Community Services teams are undertaken and completed effectively and efficiently.

Scope: This position will operate across the Community Services program areas working under direct supervision of the Program Managers of Physical Wellbeing, Wellbeing Advisory and Community Outreach program areas.

Duties and Responsibilities

Service Delivery – Client Experience

- ◆ Ensure a high quality of customer service at all times to all stakeholders including managers, staff and clients.
- ◆ Provide administration support services to Community Services Coordinators, Manager and Staff including:
 - Monthly reporting for the department
 - Ordering of stationary and other items and equipment to ensure the efficient and effective running of the team
 - Disseminating messages to relevant Managers and Staff members in an efficient and timely manner.
 - Liaise with Managers and coordinators regarding staff absences and help coordinate rescheduling of client appointments and update staff movements
 - To undertake general administrative duties including word processing, filing, appointment making, room bookings and meeting coordination.
 - Support the daily operations of the Community Services programs.

Reporting, Systems and Analytics

- ◆ Provide administration support for the teams in relation to meetings 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
- ◆ Assist with projects in each program area as required which includes monitoring and supporting information management systems.
- ◆ Provide supervision and support to work experience students or student placements as appropriate
- ◆ Assist with the monthly invoices including sorting, coding and follow up with the relevant clinicians.

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

- ◆ Assist Community Services teams with maintaining and updating printed service materials, displays and notices in all the reception area as required.
- ◆ Support the Coordinators and Manager with the recruitment and induction of new employees including arranging interviews, supporting HR processes and assisting new staff with processes.
- ◆ Support regular activity reporting and analytics including:
- ◆ Work closely with the TrakCare Support Team to provide support for staff.
- ◆ Assist in service activity statistics collation and provide service reports to management where appropriate
- ◆ To assist in the development and efficient completion of reports in accordance with service requirements and as required by the Funding and Service agreement of DHHs
- ◆ Support the team with training sessions, projects, forums, meetings in relation to room bookings, room set up and pack up, invitations, monitoring RSVPs, organising catering etc.
- ◆ To use the electronic record system (TRIM) and support staff members with ongoing training and support
- ◆ Assist in the scanning and filing of documents
- ◆ Facilitation of conference planning, forum, meeting or workshop registrations, including room and car bookings, catering and minute taking.
- ◆ Identification of potential opportunities for innovation and improving the efficiency and effectiveness of department operations.

Financials, Budgets, Targets, Funding

NA

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

DVP Health Requirements

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

- Current Victorian drivers licence
- Valid Working with Children's Check (valid for 5 years from the date of issue)
- Disability closure scheme statement
- Satisfactory Police Check (valid for 3 years from the date of issue)
- Occasional after hours and weekend work may be required
- Travel between sites is required
- Specific tasks and functions of this role will be detailed through objectives and key performance areas
- For service delivery roles = registered for or will be registered as a MBS provider

Authority

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

Qualifications Required or Desirable:

- ◆ High level of competency in Microsoft Office Products
- ◆ Experience with DPV HealthSystems and Databases 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.

R

Work Experience, Skills and Behaviours:

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

- As a Community Health organisation our clients place their trust in us. You, appreciate a culture of risk management and mitigation. You are committed to maintaining a high standard and quality of work and ethics. You are motivated to do what is right legally and morally.

Service Delivery

- Experience in planning, implementing and evaluating innovative, evidence based, and knowledge of Allied health and clinical services
- Understanding client needs and providing excellent service

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 a 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.
- Utilises interpersonal skills and tools to establish constructive rapport with clients from a variety of cultures, religions and socio economic circumstances
- Communicating to a diverse range of audiences in an informative, engaging and persuasive manner

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1

-
- 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.
- Builds client relationships and builds a culture where best for the client guides decision making.
- A clinical health professional background with substantial recent experience
- Ability to understand the client needs and delivery the required service
- Demonstrated responsiveness to client needs and wants. (Internal and external)

Planning and being Organised - A commercial focus

- Strong business/commercial acumen
- Ability to write clear, concise and informative reports
- Excellent understanding and knowledge of the funding changes impacting the sector
- Analyse and present complex information in an easily understood and accessible format.
- Demonstrated ability to participate in a performance driven environment
- Ability to understand the client needs and delivery the required service considering costs and funding/revenue
- Success in attracting funding for new and existing programs
- Experience or understanding of the relevant funding initiatives
- Understanding and implementing financial evaluation of services provided (NDIS and MBS)

Industry

- Knowledge of community support services
- Knowledge of Client Directed Care principles and frameworks
- 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

Doc: No	Doc Name: Position Description –	Doc Owner: Human Resources
Effective: Aug 2018	Review Due	Version No V1
