



## Position Description

### Administration Officer

<b>Position Title</b>	Administration Officer
<b>Location</b>	Maroochydore; travel may be required across NCACCH service region/s
<b>Employment Status</b>	Full-time / Part-time / Casual; up to 36 hours p/w;
<b>Position Report To</b>	General Manager – Corporate Services
<b>Position Responsible for</b>	Nil
<b>Remuneration</b>	Dependent on qualifications & experience Salary sacrifice entitlement available for full time status Employer contribution to superannuation (12.75%)
<b>Application Opening Date</b>	N/A
<b>Application Closing Date</b>	N/A

#### NCACCH Background Statement

North Coast Aboriginal Corporation for Community Health (NCACCH) is a not for profit, community-controlled health corporation and is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. And through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide “Closing the Gap” health status improvement initiatives

***Our Vision: To improve the health and wellbeing of our community through the provision of culturally safe, responsive and inclusive services.***

## Purpose of the Position

The NCACCH Administration Officer is part of the of the Corporate Services team and reports to the General Manager – Corporate Services and at times, takes direction from the Corporate Services & Reporting Officer.

The Administration Officer provides a range of administrative services to support the achievement of the brokerage services and front of office outcomes in a timely, reliable and efficient manner. This includes providing an information service to clients and the public on matters relating to NCACCH services, programs, projects and relevant referral pathways to mainstream agencies.

The NCACCH Administration Officer is expected to operate with the highest level of integrity, accountability and professionalism in accordance with NCACCH's values and Code of Conduct. In addition, this position will focus on ensuring the efficiency and effectiveness of the organisation's service delivery. They will support continuous improvement through encouraging innovation and best practice, within NCACCH's current quality management systems.

## Selection Criteria

### Essential:

- Demonstrated ability to communicate, engage and actively contribute to a positive team environment
- Highly organised with the ability to work under pressure and meet deadlines while ensuring quality of work
- High level interpersonal and communication skills and experience liaising with a range of internal and external stakeholders to form beneficial working relationships
- Strong administrative skills with experience working with a range of systems & applications, including MS Office suite, and the aptitude and willingness to learn other relevant programs as required
- High customer service ethic with a focus on patient outcomes while consistently displaying respect for traditional culture and values
- Problem solving skills and ability to think resourcefully to solve day to day challenges
- Solutions focused with the ability to work autonomously, display initiative and self-motivate
- Strong time management skills and ability to meet targets and performance outcomes

***Aboriginal and Torres Strait Islander applicants are strongly encouraged to apply***

### Desirable:

- Knowledge and experience working with an electronic Patient Management System e.g. MMEX
- Demonstrated experience organising and participating in workshops and training sessions eg; booking venues, accommodation, travel arrangements, meals for participants etc.
- Strong connections to Aboriginal and Torres Strait Islander communities and stakeholders across the Gympie and/or Sunshine Coast regions
- Sound knowledge of Aboriginal culture, health issues, and health disparities between Aboriginal and non-Indigenous population across South East Queensland

**Mandatory Qualifications/ Professional Registrations and Licences**

- Certificate III in Business Administration or demonstrated experience (minimum 2 years) in office/business administration and reception
- Current C Class Drivers Licence (QLD)
- Current Suitability 'Blue Card' for working with children and young people
- First Aid Certificate
- Satisfactory Police Check – no Serious/Criminal/Court Record (if requested)

**General Role Requirements**

- Work out of normal hours of duty, including some weekends, will be required
- Travel across the region will be required

## Position Responsibilities

### Administration & Reception

- Respond to incoming enquiries via phone, website, email and in person
- Meet and greet clients and visitors and maintain a clean, hygienic and welcoming reception area
- Process internal and external correspondence in accordance with internal procedures
- Maintain specific areas in the NCACCH offices and undertake some light cleaning duties
- Assist with organising and preparing events, workshops and meetings
- Attend the Gympie Office to provide administrative support as necessary
- Act as a NCACCH representative on various community committees and forums
- Involvement and attendance at NCACCH community activities/projects as required
- Contribute to wider continuous quality improvement (CQI) initiatives by managing and maintaining documents and reviewing at least annually
- Liaise with Service Providers (Allied Health providers and specialists) to ensure appropriate paperwork is received
- Coverage of Aboriginal Medical Service Reception when required
- Other ad-hoc administrative tasks

### Data Entry

- Maintain accurate, current and legible records – electronic copies/and or physical
- Input, update and follow-up NCACCH's:
  - Brokerage Allied Health referrals
  - HAC application forms & card printing when required.
  - Other Information systems as required

### Education and Promotion of Health Literacy

- Provide education for patients and families on the roles of various providers involved in their care, reasons for referral and importance of follow-up care
- Support patients and families with information, resources and advice in response to specific requests and/or identified need
- Working closely with the Clinical Services and Community Health Services to identify opportunities for individual, family and community education to build knowledge about wellbeing including healthy life choices, risk factors, chronic conditions, breadth and availability of health care and related services

### Service Development and Improvement

- Actively participate in regular staff meetings, continuous quality improvement meetings and activities as required
- Identify opportunities, attend and contribute to local and regional service development and quality improvement forums as required
- Analysis and identification of quality improvement opportunities from direct input, feedback from patients, families and community, as well as information drawn from the electronic Patient Information Management System

**Relationship Management**

- Foster productive working relationships with other NCACCH staff to enable the delivery of seamless support services
- Actively foster productive working relationships with local networks, government departments, other service providers and suppliers to promote NCACCH and remain abreast of emerging issues relevant to your role / area of responsibility
- Encourage cross-functional collaboration to achieve the best outcome for the organisation and community

**Information Management**

- Undertake reporting activities & administrative duties, within required timeframes relevant to the scope of your role
- Maintain the information flow that supports reliable data and documentation in your area of responsibility
- Participate in business planning processes, policy and procedure formulation and improvement within your area of responsibility

**Excellence:**

- Comply with and contribute to continuous improvement of all NCACCH policies, procedures and processes
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance
- Deliver a high level of customer service, including the timely provision of agreed services to patients and other key stakeholders where applicable
- Maintain own competencies and participate in professional development programs
- Participate in scheduled performance development check-Ins and review processes
- Contribute to effective team performance which ensures NCACCH continues to deliver the best service to community in line with program specific accreditations and ISO 9001 standards

**Safety:**

- Report any work-related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects
- Use lifting equipment and assistive devices as required
- Participate in rehabilitation process if injured or ill due to work
- Demonstrate leadership in NCACCH Work Health Safety goals and objectives remaining compliant with WHS Legislation and NCACCH policies and procedures
- Carry out your duties safely in accordance with your ability and competence

**Legal Obligation:**

All staff members / relevant health professionals who, in the course of their duties, formulate a reasonable suspicion that a child or young person has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to the Department of Child Safety.

Other duties consistent with the position where required and/or requested by your Manager. NCACCH can direct you to carry out duties which it considers are within your level of skill, competence and training at any time.

**Please note that the duties outlined in this Position Description are not exhaustive and are only an indication of the work of the role.**

**NCACCH reserves the right to vary the Position Description.**