

Position Description

POSITION TITLE	Administration Assistant Part Time		
REPORTS TO (TITLE)	Corporate Services Manager	DIRECT REPORTS (TITLE)	Nil
LOCATION	Gunnedah		
CLASSIFICATION	HealthWISE Enterprise Agreement 2021 Administration Stream Level II		

COMPANY DESCRIPTION

Vision – Healthy Communities

Purpose – Creating better health for our communities

HealthWISE has been delivering federally funded primary health and social services for 9 years. We are a not-for-profit organisation dedicated to creating healthier communities.

The people we support live in the New England and North West regions of northern New South Wales and regions of southern Queensland.

By employing skilled and experienced local health care providers, we provide efficient and effective programs that improve access, increase awareness, decrease cost, incorporate lived experience, empower communities and foster long term health.

We are a specialist provider of rural and remote services.

We have offices in 9 locations (Armidale, Glen Innes, Gunnedah, Inverell, Ipswich, Moree, Narrabri, Tamworth and Walcha) and provide services and outreach to small towns and communities across 19 Local Government Areas.

HealthWISE is a flexible and inclusive organisation and is dedicated to providing a welcoming and culturally appropriate environment for everyone and promotes the safety, wellbeing and inclusion of all children.

Position Description

POSITION DESCRIPTION

Reporting to the Corporate Services Manager, the purpose of this role is to provide administrative support to the Gunnedah office as required and to act as the first point of contact for clients and stakeholders.

The Administrative Assistant will manage operational functions for the office in which they are located as directed by the Corporate Services Manager and Operations Officer . Team work is an integral aspect of this role along with the ability to anticipate, organise and prioritise the workload and work proactively. In line with the changing environment for service delivery, the Administration Assistant should have an understanding of Telehealth service provision as it relates to this role.

Position Description

KEY RESPONSIBILITIES

- Promote cultural awareness and competence within the HealthWISE team and in interactions with consumers, stakeholders and communities.
- Promote the safety, wellbeing and empowerment of children.
- Comply with HealthWISE policy and procedures and Code of Conduct as well as all relevant legislation and regulatory standards.
- Actively contribute to the growth and financial sustainability of HealthWISE through identifying new business opportunities, efficiencies, cost savings and innovative solutions.
- Maintain confidentiality at all times.
- Provide front desk coverage, greet clients and stakeholders attending in person, answer all phone calls and adhere to a “no wrong door” approach.
- Attend clients in the clinical software system.
- Triage of emails in Operations ,Reception and personal inboxes daily.
- Provide admin support for Rural Doctors Network visiting specialists.
- Ensuring all outgoing mail is posted and collecting and distributing all incoming mail. Reconciling dockets against Monthly Australian Post Invoice.
- Ordering of office supplies e.g. stationery and ensure expenditure for general supplies and stationery are monitored closely and is within budget/kept to a minimum.
- Maintain staff room supplies eg milk, sugar, tea, and coffee. Ensure expenditure for staff room supplies is monitored closely and within budget/kept to a minimum.
- Organise maintenance requests and obtain quotes for any works required for the relevant office, including the subsequent scheduling of trades people to complete these works.
- Processing all invoices received and submit to Corporate Services Manager or Operations Officer for approval.
- Maintain the fleet vehicles for the Gunnedah office, ensuring servicing and cleaning is kept up to date, complete monthly fleet checks, file log sheets and ensure all relevant details including end of month km readings are recorded in the Fleet Management System.
- Update and maintain General Practitioner list for the Gunnedah region.
- WH&S quarterly and annual inspections for the Gunnedah office and ongoing monitoring of WH&S issues for the relevant office.
- Assist with Emergency Planning Committee requirements for the office.
- Assist with bi-monthly staff meetings for relevant offices as required, scheduling, assist in the preparation of the agenda, minute taking

Position Description

,communicating requirements with other office team members, chairing meeting.

- Manage room bookings and all associated invoicing.
- Update & maintain Chemical Register & SDS
- Assist other staff and complete other duties as required & where directed within the employee's skill competence and training.

WORK HEALTH AND SAFETY

While at work, a worker must:

- a. take reasonable care for his or her own health and safety;
- b. take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons;
- c. comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with the WH&S Act 2011;
- d. cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers.

Position Description

ROLE CRITERIA	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Demonstrated attitude and behaviours that are in keeping with the company's values of client focus, empowerment, courage and excellence. • Demonstrated commitment to the delivery of quality, consistent and continuous health services to local communities. • Demonstrated understanding of issues affecting Aboriginal and Torres Strait Islander people and their health. • Current unrestricted and unencumbered Driver's Licence. • Willingness to travel and work after hours if required. • Willingness to consent to a National Police Check. • Hold a current Working with Children Check (NSW) or Blue Card (QLD) or willingness to obtain. • Maintain vaccinations as required and provide proof of vaccination if requested. • Experience with general reception duties. • Sound knowledge of, and experience with Microsoft Office Suite of programs. • A can-do attitude, excellent problem-solving skills and the ability to work as part of a team and independently. • Demonstrate understanding and knowledge of /or experience in delivering services via Telehealth as related to this role. • Demonstrated sound written and oral communication skills. 	<ul style="list-style-type: none"> • Experience working and engaging with regional Aboriginal and Torres Strait Islander communities in a primary health care setting. • Understanding of the primary health care sector. • Knowledge of and experience with clinical software, ie Best Practice.