

# POSITION DESCRIPTION

Template Version: 20190601

## 1 - POSITION DETAILS

<b>Position Title</b>	Administration Assistant
<b>Position Number</b>	
<b>Enterprise Agreement/Award</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
<b>Employment Status</b>	Permanent Part time
<b>Classification Level / Grade</b>	Grade 1
<b>Service Area</b>	Primary Health
<b>Team</b>	Social Support Groups
<b>Location</b>	Mentone
<b>Line Manager</b>	Wellness and Social Support Group Co-ordinator
<b>Supervises</b>	N/A

## 2 – ABOUT US

Central Bayside Community Health Services (CBCHS) is a values driven organisation with a reputation for service innovation and quality. Our not for profit organisation provides a comprehensive range of health and community services to the City of Kingston.

Central Bayside Community Health Services is a flexible and inclusive employer that values and supports workforce diversity. We strongly support equal opportunity and encourage applications from all people including Aboriginal and Torres Strait Islander communities, those with culturally and linguistically diverse backgrounds, the LGBTIQ community, and people with a disability.

## 3 - POSITION PURPOSE

The duties and responsibilities of the Administrative Assistant role is to provide support to the Social Support Group program via effective administrative and reception support. This role also undertakes client Intake duties and helps maintain client management systems including TrakCare and My Aged Care.

## 4 – KEY RESPONSIBILITIES

### Front of Office

- Deliver polite, efficient reception services to clients, visitors and staff;
- Provide accurate and timely information to clients and other stakeholders regarding CBCHS offerings and services;
- Answer phone calls efficiently in an empathetic and professional manner. Screen, action or redirect calls as appropriate;
- Greet and arrive clients to the service and provide new clients with welcome packs;
- Manage and direct general client and visitor enquiries;
- Perform front desk operations which include but are not limited to:
  - Accurate client billing/invoicing



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- Manage room bookings
- Supporting staff with access to pool cars, access cards and stationery
- Banking/Petty Cash

## **Client Intake, Management Systems and Record Management**

- Provide non-complex/initial intake services that can identify basic client needs and provide current and appropriate information about services and community resources and how to access them;
- Accurately update client information across CBCHS systems in line with CBCHS procedures For example, TrakCare, and My Aged Care;
- Monitor My Aged Care and TrakCare waitlist and book initial assessments and review assessments;
- Creation/management of TrakCare events to manage group contacts;
- Assist with the intake of email, faxed and administration for My Aged Care new referrals;
- Complete intake related correspondence i.e. client new appointment letters and GP feedback letters;
- Perform CBCHS client record filing, this includes overseeing and ensuring all documents provided by health professionals are scanned into Trak, on a daily basis, in line with CBCHS policies;
- Perform archiving and disposal of medical records, in accordance with current legislation, which is detailed in the relevant CBCHS policy and procedure;
- Carry out duties adhering to client privacy and confidentiality procedures.

## **Administration Support**

- Provide basic administrative support including data input and filing for SSG staff, as directed by your manager;
- Distribution of emails, faxed, mail and direct phone traffic;
- Assist in the ordering of stationery, and consumables as directed;
- Assisting in the maintaining SharePoint content;
- Administrative functions linked to quality accreditation;
- Assist manager in quarterly invoicing/billing

## **Team Responsibility**

- Attend and participate in staff and team meetings as required.
- Work co-operatively and constructively within and with other teams.
- Undertake other relevant duties, projects and initiatives which are consistent with the employee's skill, competence and training.

## **5 – ORGANISATIONAL VALUES**

CBCHS is committed to achieving its Vision of better health, wellbeing and support for our communities. CBCHS staff are required to uphold the core values of:

### **Respect**

For each individual, families and for the diverse cultures within our communities.

### **Empowerment**

As a cornerstone of how we work; we acknowledge the potential of each person and promote client participation and contribution.



## **Collaboration**

With each other and with members of the community and colleagues from other organisations. We recognise that together we can achieve better outcomes.

## **Quality**

In all aspects of our work. Our practice is evidence based and we continually strive to achieve excellence in all of our programs and services.

## **Transparency**

In how we operate, particularly in how we make decisions and communicate.

## **6 – ORGANISATIONAL RESPONSIBILITIES**

All employees are required to participate in organisational initiatives, including OHS, HR, Risk, Quality, Facilities & Learning and Development.

### **OHS**

Ensure requirements of the Occupational Health and Safety Act 2004 are followed. This includes ensuring work is undertaken safely, injuries, accidents, near misses and potential hazards are reported immediately, and as required employees participate in or support consultative structures including the OHS Committee.

### **Continuous Quality Improvement**

Participate in the established quality and safety systems to ensure that safe high quality care is provided to all clients at all times. This includes assisting CBCHS to maintain quality accreditation standards by identifying and participating in the development and implementation of quality improvement initiatives.

### **Duty of Care**

Take reasonable steps to protect themselves, their colleagues and clients from injury or harm. This includes ensuring that adequate supervision/support is provided to all clients.

### **Code of Conduct**

Familiarise themselves with and abide by the CBCHS Code of Conduct and ensure that their actions are in accordance with the CBCHS values and organisation policies and procedures.

### **Community Participation**

Assist CBCHS to promote awareness to the community that consumer, carer, and community participation at all levels of the organisation is encouraged. This includes encouraging community participation in surveys, focus groups and committees as required. Additionally, Primary Health employees must contribute as relevant to CBCHS health promotion plan by working collaboratively with other health professionals.

## **7 – WORKING RELATIONSHIPS**

### **Internal working relationships include:**

- General Manager, Primary Health
- Manager Integrated Care
- SSG Program Coordinator
- Clinical Lead SSG



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- SSG Group Leaders and Support Workers

## External working relationships include:

- Clients and service users of CBCHS;
- Other organisations.

## 8 – KEY SELECTION CRITERIA

### Qualifications & Experience

- Demonstrated experience in Administrative role in either private or public practice; Experience in dental, medical public practice, or community health practice will be highly regarded;
- Demonstrated ability to provide a high standard reception and administrative support.
- Demonstrated experience in the provision of administrative support to a range of internal and external stakeholders;
- Excellent verbal and written communication skills;
- Proven accuracy in data entry;
- High level computer proficiency with attention to detail and accuracy, particularly using word processing and database applications;
- Intermediate use of the client management system, TrakCare and billing systems.
- Ability to work independently with minimal supervision, as well as cooperatively within a broader team;
- Ability to work collaboratively in a team to achieve outputs and agreed deliverables;
- Ability to work with flexibility on a range of assignments and adjust to and prioritise a variety of tasks;
- Ability to maintain absolute confidentiality regarding client information;
- Current Victorian driver licence is desirable.

### Compliance Checks

In line with legislation CBCHS will conduct the following checks that must be returned clear before commencing:

- Police Check – both National and International where applicable
- Disability Worker Exclusion Scheme (DWES) check – safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL).
- Disability Code of Conduct Acknowledgement
- CBCHS Child Safe Code of Conduct Acknowledgement
- Working with Children Check
- Professional Registrations if applicable

## 9 - AUTHORISATION

<b>CEO</b>	Name	Deb Stuart
	Date	
	Signature	
<b>Employee</b>	Name	
	Date	
	Signature	

