




Position Title	Administration Assistant	Position Number	CS-002
Department	Clinical Services		
Reports To	Manager Primary Health		
Award	Aboriginal Community Controlled Health Services Award 2010 Contract of Employment NES Fair Work Conditions		
Position Term	12-month fixed term contract; renewed annually subject to funding		
DATE:	03 / 09 / 2019	No of Pages	4
REVIEW DATE:	01 / 07 / 2021	STATUS:	Draft/Active/Under Review
ENDORSED BY: (Chief Executive Officer)		DATE OF ENDORSEMENT	04 / 09 / 2019

1. VISION STATEMENT

Bega Garnbirringu Health Services vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

2. MISSION STATEMENT

Bega Garnbirringu Health Service's mission include the development and maintenance of a robust and diverse organisation that will provide sustainable, culturally appropriate and holistic health services to the Aboriginal and Torres Strait Islander people.

Bega Garnbirringu Health Service will address the social determinants of health and provide for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

3. ABOUT BEGA

Bega Garnbirringu Health Services (Bega) approaches health service delivery from a holistic perspective. This means that Bega seeks to close the gap in health outcomes for Aboriginal people through a multi-faceted approach that includes a high level of attention to the social determinants of health as well as clinical and primary health.

In order for this approach to be effective it is essential that all staff view their role through the eyes of the client and from a whole of organisation perspective. To this end it is essential that all employees be team oriented and prepared to work cooperatively in a multi-disciplinary environment. All employees must abide by their contract of employment and code of conduct and apply themselves to their duties with professionalism, integrity, ethical practice and with diligence.

The organisation has a strong commitment to the provision of services that are culturally appropriate and safe for Aboriginal clients.



4. PURPOSE OF THE POSITION

This position provides administrative assistance to the Manager Primary Health, Assistant Manager Primary Health and other clinical employees in an effective and efficient manner which fully supports the delivery of high quality, culturally appropriate activities and services.

5. KEY CLIENT AND STAKEHOLDER RELATIONSHIPS

External

- Given the range of tasks, this position has contact with most Aboriginal Community Controlled Health Services;
- Liaises with a variety of Government agencies, stakeholder representative groups and community groups.

Internal

- Maintains close working relationships with Executive Management;
- Maintains close working relationships with Managers and other employees of Bega Garnbirringu Health Service.



6. RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
Professional Services	<ul style="list-style-type: none"> Provides administrative support for the Manager Primary Health and Assistant Manager Primary Health; Arranges and maintains a schedule of appointments, meetings and other commitments for the Manager Primary Health; Liaise with community groups, government/non-government representatives, allied health professionals, specialists and other health services as required; Assist Manager Primary Health and Assistant Primary Health Manager with AGPAL accreditation process; Screens and directs incoming correspondence and draft replies to routine correspondence; Organise meetings and functions (including catering) and provides secretarial support including preparation of agendas and supporting documentation; recording and distributing minutes; follow-up of agreed actions as required; maintain clinical leave and education/training schedule; Clerical duties for the Rural Clinic School, UWA, Murdoch University, TAFE and Notre Dame medical students; develop and maintain clinic equipment register and organise equipment servicing as required; operate office equipment as required including photocopier, computers, printers, fax and scanner;
Organisation and Administration	<ul style="list-style-type: none"> Plan and establish priorities to ensure effective use of time; As a member of a small team, demonstrate flexibility in supporting delivery of Clinical Services as/when required e.g. reception, transport; Recognise potential hazards in the workplace and contribute to the development of strategies to remove or reduce the risk to an acceptable level; Contribute ideas to the Clinic team for inclusion on Bega's program of continuous improvement; Contribute to the ongoing development of internal policy and procedures; Attend and participate in staff meetings and complete staff surveys on request;
Communication	<ul style="list-style-type: none"> Effectively communicate and maintain sound relationships with stakeholders; Maintains confidentiality and demonstrate compliance with relevant Privacy Legislation; Display respect, empathy and understanding with all employees, Board Members and other stakeholders Work collaboratively and cooperatively with team members to ensure quality outcomes; Work collaboratively across organisation boundaries;
Education	<ul style="list-style-type: none"> Attends relevant training courses and professional development including mandatory training as required by Bega;
Physical Environment and Safety	<ul style="list-style-type: none"> Report and document incidents and accidents in accordance with Bega policies; Maintain a safe environment for all employees within Bega; Implement correct fire safety procedures and attend fire drills as required; Ensure personal work places comply with Occupational Safety and Health (OSH) policies and procedures as set out under the OSH Act 1984.



7. COMPETENCY PROFILE FOR THIS POSITION

Competencies are the specific knowledge, skills and attributes needed to successfully undertake this role. The profile is used for recruitment, performance review, planning, and training and development activities.

8. QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL

- At least two (2) years administrative experience in a primary health environment;
- High level oral and written communication skills, including the ability to relate well to staff and to liaise effectively with key stakeholders;
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, other office procedures and terminology;
- Demonstrated knowledge and understanding of cultural factors and social determinants particularly relating to Aboriginal Health;
- Demonstrated commitment to confidentiality and a high level of accuracy;
- Well-developed problem-solving skills and the ability to effectively determine priorities to ensure deadlines are met;
- Work effectively as a member of a team in an environment of competing priorities;
- Intermediate-Advanced knowledge of Microsoft Office software;
- Possess a current Police clearance (within 6 months) and a Working with Children's Check;

DESIRABLE

- WA "C" Class drivers' licence;

EMPLOYEE

I (Full Name) _____ have sighted and accept this duty statement and acknowledge the expectations that will be held of me in relation to my role at Bega.

SIGNATURE _____ DATE _____