

HARROW BUSH NURSING CENTRE

VISION: *Creating a healthy and connected community*

POSITION TITLE	BRCC Administration Support Officer
CLASSIFICATION	Support Services Level 5
POSITION REPORTS TO	Administration and Programs Coordinator
HOURS OF DUTY	Part Time as per contract
AWARD & CONDITIONS	Health Professionals and Support Services Award 2010

POSITION OUTLINE

Working under the guidance and direction of the Administration and Programs Coordinator, assist in providing effective and efficient administrative and reception support to all areas of the Harrow Bush Nursing Centre as required. The Administration Officer will need to work with all staff as part of a team and will be expected to handle public enquiries with sensitivity and confidentiality.

ABBREVIATIONS

APC	Administration and Programs Coordinator
BRCC	Bay Riders Community Centre
HBNC	Harrow Bush Nursing Centre
WHS	Workplace Health and Safety
NSQHS	National Safety and Quality Health Service

KEY RESPONSIBILITY AREAS

Key position accountabilities	Key activities/performance indicators
Reception	<ul style="list-style-type: none"> • Receive incoming calls and visitors in a positive and professional manner • Sort incoming mail and deliveries and prepare outgoing mail as required • Ensure housekeeping of the reception area is of a high standard and in line with WHS requirements • Check voicemail and email box on a daily basis to ensure messages are passed on promptly • Complete daily administrative tasks list including data backups • Follow up with clients on booked appointments
Administrative Support Services	<ul style="list-style-type: none"> • Under the direction of the APC produce all publications, marketing and media projects in line with Centre operational and strategic plans. • Support the APC in maintaining an active, professional and effective online social media presence for HBNC within the guidelines of the Centre communications plan • Provide support and assist APC with the organisation and running of HBNC and BRCC fundraising events and other organised programs • Organise catering for internal meetings/training sessions • Assist with website maintenance via Wordpress front end • Prepare agendas and take minutes for internal Administration meetings • Enter statistics and appointments on a daily basis and maintain electronic records on the client management system UNITI

	<ul style="list-style-type: none"> • Receipt monies received via cash or EFTPOS and reconcile cash drawer • Photocopying, laminating and binding for clients and internally as required • Assist with hire processes for HBNC Community Bus, Consultation Rooms and Multipurpose Room • Maintain display and pamphlet boards in conjunction with nursing staff • Assist with preparation and formatting reports, presentations and other office documentation as required/directed • Assist with preparation of information packs for new members and APC with annual membership drive process • Coordinate and maintain HBNC staff memorandum process • Process stationery orders and maintain storage of stationery • General office duties including filing and maintenance of photocopier
Workplace Health and Safety	<ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to Workplace Health and Safety policy and procedure • Understand and adhere to emergency procedures for own work location and HBNC premises • Identify potential risks and hazards in the working environment and respond to them appropriately and in accordance with HBNC policy and procedure • Report all emergencies, hazards, incidents and near misses within defined timelines and following correct processes • Carry out duties in a manner which does not adversely affect own health and safety or that of others
Quality and Safety, Risk and Continuous Improvement	<ul style="list-style-type: none"> • Actively contribute to the quality and continuous improvement and risk management activities and initiatives across the organisation to encourage excellence of care and cost containment • Day to day practice demonstrates support for and compliance with HBNC policies, procedures and relevant work instructions. • Support and participate in relevant internal and external auditing, certification and accreditation programs. • Promote a culture of continuous improvement as an integral part of core practice • Seek opportunities for improvement within own work practices and make appropriate suggestions for organisational improvements using the Continuous Improvement System
Diversity and equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and commitment to legislation, HBNC policy and procedure in relation to workplace equity and diversity • Be sensitive to difference and treat all colleagues and clients with dignity and respect • Contribute to ensuring the workplace is free from bullying and harassment • Ensure own practice prevents and eliminates unlawful discrimination
Continuous Professional Development	<ul style="list-style-type: none"> • Complete mandatory training within defined timescales • Identify appropriate opportunities for professional development and seek authorisation to participate in them • Attend and participate in planned development activities or internal/external meetings as required • Actively participate in supervision and performance development and review processes
National Safety and Quality Health	<ul style="list-style-type: none"> • Actively support and work towards delivery of services within the scope of the following NSQHS Standards:- <ol style="list-style-type: none"> 1. Clinical Governance Standard

Service (NSQHS) Standards	<ol style="list-style-type: none"> 2. Partnering with Consumers Standard 3. Preventing and Controlling Healthcare Associated Infections Standard 4. Medication Safety Standard 5. Comprehensive Care Standard 6. Communicating for Safety Standard 7. Blood Management Standard (not applicable to HBNC) 8. Recognising and Responding to Acute Deterioration Standard <ul style="list-style-type: none"> • Understand your role in meeting the requirements of the above standards relevant to your role
Organisation	<ul style="list-style-type: none"> • Actively support and work towards delivery of services within the framework of the HBNC Strategic Plan and Operational Plan • Communicate respectfully and effectively with all individuals including service users, representatives, staff and the community. • Develop and maintain positive working relationships with colleagues and clients • Work collaboratively to achieve shared goals and targets • Represent HBNC in a positive and professional manner • Adhere to HBNC codes of conduct and professional presentation
Other duties	<ul style="list-style-type: none"> • Undertake other duties commensurate with the position as reasonably directed

KEY SELECTION CRITERIA

Pre-requisites	<ul style="list-style-type: none"> • Minimum Year 10 qualifications • A current Victorian Drivers Licence • Current police check and Working with Children check
Knowledge	<ul style="list-style-type: none"> • Health or Community services sector (preferred)
Skills	<ul style="list-style-type: none"> • Well-developed written and verbal communication • Ability to develop positive and professional working relationships with colleagues and other stakeholders • Computer literacy to intermediate level • Professional social media and public relations delivery processes • Ability to plan and manage own workload and meet deadlines • Attention to detail and accuracy • Ability to exercise initiative and work both independently and co-operatively as part of a team as required • Ability to contribute to a multidisciplinary team with a positive solution focused attitude. • Ability to maintain confidentiality and handle sensitive matters diplomatically and discreetly.
Experience	<ul style="list-style-type: none"> • Solid experience of working in a busy office environment • Intermediate level Microsoft Office applications and databases • Data input and retrieval • Delivering reception services

INHERENT PHYSICAL REQUIREMENTS:

HBNC has duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or others. The role may require the following tasks among other things.

Nursing/Patient Care Role	Environmental Services	Clerical/Administration Role
-Manual handling(pushing, pulling equipment) -General patient handling and clinical nursing duties -Sitting, standing, bending, reaching, holding -general clerical, administration work, computer work -use of personal protective equipment and handling -Handling general and/or infectious waste - Visits to clients in home.	-Generic maintenance work, working at heights -Generic outdoor work/pushing, pulling trolleys -sitting, standing, bending, reaching, holding -general clerical, computer and some admin work - use of personal protective equipment and handling -Handling general and/or infectious waste	-Sitting, standing, bending, reaching, holding -computer work, data entry -general clerical at varying levels -use of personal protective equipment -handling general waste -pushing and pulling trolleys

ORGANISATIONAL RELATIONSHIPS

Reports to:	Administration and Programs Coordinator
Supervises:	N/A
Direct Reports:	Administration and Programs Officer
Internal relationships:	Centre Manager, HBNC Staff, Committee of Management
External relationships:	Service Providers, consumers, volunteers, general public, stakeholders

ACCEPTANCE CLAUSE:

I understand, agree and accept the requirements as set out in this Position Description.

Employee Name (please print): _____

Employee Signature: _____

Date: / /2018

Centre Manager (please print): _____

Centre Manager Signature: _____

Date: / /2018