

Job Description Form	Health Administration Officer
Work Group:	Public Health and CQI
Work Unit:	Public Health and CQI
Reports To:	Executive Manager – Public Health and CQI
Direct Reports:	Nil
Award / Agreement:	<i>Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020 (Cth)</i>
Classification:	Administrative Grade 2
Approved by CEO:	(Des Martin)

VISION STATEMENT

Aboriginal people in Western Australia enjoy the same level of health and wellbeing as all Western Australians.

MISSION STATEMENT

As the leading authority for Aboriginal health in Western Australia, we strive to strengthen and promote the Aboriginal Community Controlled Health Services' Model of Care, empowering Aboriginal people to achieve health equality in their communities.

ORGANISATIONAL VALUES

The organisation operates on the foundational pillars of Aboriginal leadership, self-determination and cultural diversity that underpin and shape the way the organisation conducts its business.

These values are designed to guide and promote a strong, high performing organisational culture that is responsive to the state-wide needs of our Members and assist us in delivering our vision.

Culture | Resilience | Accountability | Collaboration | Passion | Integrity

POSITION PURPOSE

The Health Administration Officer reports to and is directly accountable to the Executive Manager Public Health and CQI and is responsible for the provision of high quality and efficient administration and secretariat support to the Public Health and CQI Work Unit. This includes

providing comprehensive administrative support to the Public Health Medical Officer in relation to the My Health Record Program and other public health matters.

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest level of achievement in Equal Employment Opportunity, Work Health and Safety, Code of Conduct, Quality Improvement, Performance Management, Client Focus and Confidentiality throughout the course of their duties.

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 other officers, team members and employees of the Aboriginal Health Council of Western Australia.

RESPONSIBILITIES OF THIS POSITION

KEY RESULT AREA	POSITION RESPONSIBILITIES
DIGITAL HEALTH SUPPORT	<p>Provide high quality and comprehensive administrative support to the Public Health and CQI Work Unit including:</p> <ul style="list-style-type: none"> – Support the Health Projects Officer and Public Health Medical Officer (PHMO) with administrative tasks and assistance in relation to Digital Health e.g. My HR. – Circulate relevant information on Telehealth, E-prescribing, Secure messaging, MyHR and other digital platforms to Member Services as directed. – Take minutes and notes from meetings related to Digital Health. – Assist the Health Project Officer to follow up with Member Services on specific compliance items to enable uptake of Digital Health Initiatives such as E-prescribing and MyHR. – Attend webinars to familiarise with all new aspects of Digital Health e.g. Telehealth and MyHR. – Support the Health Project Officer to respond to queries by Member Services in relation to Digital Health.

	<ul style="list-style-type: none"> – Assist the PHMO and Health Project Officer to prepare information sessions on the Digital Health Programs such as MyHR.
HEALTH SYSTEMS SUPPORT	<p>Provide administrative support to the Public Health and CQI Work Unit, including:</p> <ul style="list-style-type: none"> – Assist with the creation of health information resources (in conjunction with the Public Health and CQI Work Unit) to be disseminated to Member Services. – Assist with the gathering and aggregating of information received from Member Services to present the Executive Management Team and the AHCWA Board. – Act as the Administrator for the Learning Management System (Moodle) and update content on the system as required. – Assist with maintaining an up to date registry of Member Service information. – Assist the Public Health and CQI Unit Work Unit with various project work as and when required.
GENERAL ADMINISTRATION and SECRETARIAL SUPPORT	<p>Provide general administration and secretariat support to the Public Health Work Group including:</p> <ul style="list-style-type: none"> - Book venues, arrange catering and assist with preparation and clean-up of venues for meetings as required. – Provide high quality and comprehensive administrative support to the Public Health Medical Officer (PHMO). – Act as the minute taker for all delegated meetings (e.g. Clinical Leadership Group, Work Unit meetings and other relevant meetings chaired by the PHMO). – Prepare and disseminate agendas, previous minutes and actions and all other necessary paperwork. – Coordinate actions and resolutions from all meetings and maintain records and meet compliance requirements. – Create, maintain, edit, file and scan documents as required. – Photocopy, laminate and bind documents as needed. – Organise meetings, book venues and catering as required. – Prepare and edit correspondence, communications, presentations and other documents. – Maintain documents in accordance with ISO standards. – Provide reception relief for the Receptionist as required.

TRAVEL AND ACCOMMODATION	<ul style="list-style-type: none"> – Assist with booking travel and accommodation as required, including the preparation of purchase orders, booking forms, itineraries, and issuing documentation to employees in line with the AHCWA's policies, procedures and guidelines around booking travel and purchasing/ordering processes.
QUALITY MANAGEMENT SYSTEM (QMS)	<ul style="list-style-type: none"> – Actively participate in the organisation's QMS (LOGIQC). – Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
OTHER	<ul style="list-style-type: none"> – Demonstrate a strong commitment to uphold and contribute to the organisation's mission, objectives and values. – Support and promote teamwork through open communication, collaboration and contribute to a positive workplace culture. – Attend and participate in professional development activities including workshops and training as required. – Attend and participate in Employee Development Days. – Participate and comply with all Work Health and Safety responsibilities as per the <i>Occupational Safety and Health Act 1984 (WA)</i>. – Identify and assist to reduce Work Health and Safety hazards and risks. – Follow the reasonable direction of Work Health and Safety representatives.

POSITION KEY PERFORMANCE INDICATORS

The below Key Performance Indicators (KPI's) are used to assess, measure, evaluate, manage and reward performance within each key result area of this position.

The below KPI's are to be assessed in line with the organisations performance development framework.

KEY RESULT AREA	KEY PERFORMANCE INDICATORS
DIGITAL HEALTH	<ul style="list-style-type: none"> – Timely dissemination of all Digital Health resources to Member Services.

	<ul style="list-style-type: none"> – Up to date register of digital health support provided to Member Services.
SECRETARIAT SUPPORT	<ul style="list-style-type: none"> – All meetings/workshops are organised efficiently. – High quality and accurate minutes are issued promptly. – All documentation and records are kept up to date. – All external enquiries are directed to the appropriate internal personnel promptly.
ADMINISTRATION	<ul style="list-style-type: none"> – Appropriate storage of all files and documentation in accordance with AHCWA policies and procedures and compliance/accreditation requirements.

COMPETENCY PROFILE FOR THIS POSITION

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

JOB SPECIFIC COMPETENCIES

QUALIFICATIONS, SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL:

- Demonstrated experience in office administration and support within a dynamic and busy environment.
- Well-developed administrative skills, including strong attention to detail, accuracy and time management skills.
- Demonstrated competence in minute taking, including an ability to interpret and implement through actions.
- Strong written communication skills to draft correspondence, edit documents and write instructional information.
- Good interpersonal skills with the ability to communicate with a wide range of stakeholders including, external organisations, management and employees at all levels of the organisation.
- Experience in handling public enquiries.
- Demonstrated effectiveness in contributing and working effectively within a small team.
- Ability to work with minimal supervision, well organised, and able to effectively plan and coordinate own workload.
- Good keyboard skills and demonstrated competence in the use of business technology and desktop applications including; Microsoft Word, Excel, PowerPoint and Access; database packages; and the internet.

- Demonstrated ability to uphold the principles of cultural sensitivity including an ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples.

DESIRABLE

- The person identifies as Aboriginal and/or Torres Strait Islander and is acknowledged as such by their community.
- Experience working with Patient Information Recording Systems (PIRS).
- Experience with data extraction, aggregation and presentation.

PRACTICAL REQUIREMENTS:

- A current Western Australian driver's license and willingness to drive is essential.
- Some work out of normal hours of duty may be required.
- Depending on the nature of the region, some travel on light aircraft may be required.
- Intra and inter-state travel including overnight absences may also be required.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE
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I certify that I have read and understand the responsibilities assigned to this position.

Employee Name:	
Signature:	
Date:	