



Position description: Administrative Support Officer – Outreach Team

Company overview

NSWRDN's purpose is to improve access to quality healthcare for people in remote, rural and regional New South Wales by building the NSW Rural Primary Health Workforce, working with communities on locally driven solutions and advancing the capacity and capability of the rural primary healthcare sector.

NSWRDN is a values-based, equal opportunity employer committed to equity, diversity and social inclusion. We encourage Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with disabilities to apply.

Our values act as a guide for our behaviours and engagement with colleagues, partner organisations and communities. Our values include:

- Integrity: We live and work by a set of ethical standards and behaviours to achieve equity of access to quality health care.
- Accountability: We commit to being responsible for our actions.
- Collaboration: We share and contribute to collective processes to create more effective practice and achieve specific goals and outcomes.
- Adaptability: We are agile and responsive to changing needs in order to make a positive difference for our stakeholders
- Excellence: We strive to achieve and maintain high quality standards in our relationships and services.

Position overview

Position title	Administrative Support Officer – Outreach Team
Reports to	Senior Manager – Outreach Programs
FTE	1.0
Level	Level 5
Location/RDN Office Base	RDN's Mascot Office
Direct reports	N/A
Role overview	The Administrative Support Officer will contribute to the smooth operation of the Outreach Program by providing administrative support to all members of the Outreach Team through a broad range of administrative support functions.

Key responsibilities

Key area	Key responsibilities	Agreed measures
General administrative support	<ul style="list-style-type: none"> • Provide general support for the Outreach Team by working closely with team members to undertake a broad range of administrative tasks that may frequently change. • Receive, record and direct calls, messages and emails for all team members. • Support Outreach Team's travel and accommodation arrangements as needed. • Coordinate health practitioner transport on RAHS flights as needed. • Data entry in the Outreach Team's databases including RDN's HOAP/Python database and other data repositories. • Maintain a schedule of key team milestones as well as track and communicate this to the team. 	<ul style="list-style-type: none"> • Teamwork and adaptability demonstrated through timely attendance to tasks that are completed to a high standard (or reprioritised to a later time). • All team communication directed in a timely manner or clearly recorded. • Timely booking of team travel and accommodation. • Timely booking of RAHS flights as required. • Data entered as required and checked for accuracy. • Milestone scheduled maintained, tracked and communicated.
Office 365	<ul style="list-style-type: none"> • Provide expertise across a range of Microsoft Office 365 products to support and enhance the team's capacity to create, edit and maintain Word Documents, Excel Spreadsheets, Access Databases and PowerPoint Presentations. 	<ul style="list-style-type: none"> • Office 365 support evident in Outreach Team's enhanced utilisation of its functions and features.
Meetings	<ul style="list-style-type: none"> • Support team and program-related meetings including the fortnightly team meeting, Working Group meetings and regional stakeholder meetings. • Meeting support includes the drafting of agendas, coordinating attendance and related logistics including video-conference facilities, recording minutes and disseminating information. 	<ul style="list-style-type: none"> • Meetings coordinated to a high standard including the dissemination of agendas in advance, provision of needed support during meetings and timely circulation of minutes.
Payments and contract process	<ul style="list-style-type: none"> • Administer the payments request process including liaising with team 	<ul style="list-style-type: none"> • Payment requests submitted with correct values and

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	<p>members to make regular payments to subcontractors and direct providers.</p> <ul style="list-style-type: none"> Support the maintenance of Outreach Team contracts including the preparation of contracts, contract variations and related documents and data-merging processes. 	<p>within contractual time-frames.</p> <ul style="list-style-type: none"> All written contracts reflect allocations, schedules and budgets in database and are updated as needed via written variations each quarter or out of session if required.
Proposal coordination	<ul style="list-style-type: none"> Circulate service proposals; collect and direct responses 	<ul style="list-style-type: none"> Proposals and responses circulated and communicated within the defined timeframe.
Communications	<ul style="list-style-type: none"> Coordinate contents and publication of quarterly bulletin. Maintain currency of website content. Administer mail merges of letters and other disseminated communications. 	<ul style="list-style-type: none"> Outpost (bulletin) content collated and published as scheduled. Outreach web content updated six-monthly. Mail-merge communications are proof-read to a high standard and received by all intended addressees.

Person specification and key selection criteria

Essential criteria	
Experience	<ul style="list-style-type: none"> Demonstrated experience working in an administrative support capacity as part of a medium-sized or large team.
Technical skills	<ul style="list-style-type: none"> Advanced Office 365 skills including Word, Excel and PowerPoint and an aptitude to utilise Access, databases and other software tools. Strong verbal and written communication, accurate data entry and generally high attention to detail.
Presentation and interpersonal skills	<ul style="list-style-type: none"> An enthusiastic and positive demeanour and ability to work cooperatively with team members regardless of work pressures. Ability to work in fast-paced team environment.
Personal	<ul style="list-style-type: none"> Strong organisational skills and ability to simultaneously support team members, undertake multiple tasks and manage competing work requirements. Takes initiative and contributes to solutions and problem solving.
Desirable Criteria	
<ul style="list-style-type: none"> An understanding of the rural and Aboriginal health environment and current challenges. 	

Key competencies

Category	Description	Ranking
Administrative support	<ul style="list-style-type: none"> Serves as a trusted partner providing support on administrative and business management matters/activities 	Essential
Teamwork	<ul style="list-style-type: none"> Participates willingly and effectively on team assignments and projects. 	Essential
Communication	<ul style="list-style-type: none"> Communicates thoughts in succinct and well-organised manner Able to write basic inter-office correspondence with clarity and conciseness eg. Memos, tables etc 	Essential
Planning and organising	<ul style="list-style-type: none"> Sets own work priorities, uses tools (eg. calendar, files charts) and time efficiently to meet work objectives. 	Essential
Attention to detail	<ul style="list-style-type: none"> Pays attention to detail to ensure one's own work is accurate and reliable. 	Essential
Self-development	<ul style="list-style-type: none"> Responds constructively to feedback about individual strengths and weaknesses that are important for career development. 	Essential
Office equipment	<ul style="list-style-type: none"> Has exceptional understanding of office equipment. Uses all equipment effectively. Does not need supervision or direction. 	Essential

Conduct and behaviours

RDN employees are required to perform their duties in line with RDN's Values, RDN Policies and Procedures, relevant codes of practice, professional standards and legislative requirements.

Date:

Date:

Signed:

Signed:

Admin Support Officer

Senior Manager – Outreach Programs