



West Wimmera Health Service

Position Description

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| Position: | Rostering and Administration Officer – Community Packages |
| Location: | Based at Nhill but may be required to work across all sites as mutually agreed upon |
| Reporting to: | Community Packages Manager |
| Division: | Community Health Division |
| Award: | Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2016 - 2020 |
| Level: | Dependent on skills, qualifications and experience as per Award |

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometer region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Values

Total Care - delivering care that is safe, effective and person-centred, always

Safety – providing a safe workplace and services free from avoidable harm

Unity - working well together in a great place to work

Accountability - doing the right thing by our stakeholders and ourselves

Innovation – using our imagination - if there's a better way we will find it

Our Strategic Directions

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| Strategy one | Empower our community to live their best life |
| Strategy two | Invest in population health |
| Strategy three | Build partnerships for healthier communities |
| Strategy four | Harness technology and innovation |
| Strategy five | Strengthen our workforce capacity |

Position Relationships:

| Key Internal Relationships | Key External Relationships |
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| <ul style="list-style-type: none">• WWHS Employees, including Support Workers• Community Packages Manager• Executive Director Community Health | <ul style="list-style-type: none">• Clients, Participants, Carers and Families• Community Members• External organisations and service providers |

Position Overview:

- Manage and maintain Community Packages staff rostering system (NDIS, TAC and Home Care Packages and CHSP Respite programs).
- Provide clerical support to Community Packages Manager.
- Assist with other general administrative duties as required.
- **If Support Worker qualified** - undertake direct support work as rostered (usually one shift per week) in accordance with the WWHS Support Worker Position Description.

Key Selection Criteria:

Essential:

1. Effective communication and organisational skills.
2. Competence in using and operating computer software packages including Microsoft Office suite of programs – Outlook, Word, Excel & Access.
3. Demonstrated ability to learn and use other software.
4. Ability to multi-task and be able to prioritise tasks.
5. Worker screening clearance – NDIS Worker Clearance Check and Working with Children Check (or meet the NDIS worker clearance transitional requirements if commenced in any role at WWHS before 1 February 2021)
6. Victorian Driver's Licence.

Desirable:

1. Previous experience in receptionist, secretarial or administrative assistant role.
2. Competence in using Pay Global, HCM (Home Care Manager).
3. Experience in the disability and/or aged care field.
4. Certificate 3 or higher in Aged Care, Disability or Individual Support.

Key responsibilities:

- To provide administrative assistance to the Community Packages Manager, including staff rosters, to ensure the provision of support services for individuals receiving community based support packages, including Traffic Accidents Commission (TAC) clients, National Disability Insurance Scheme (NDIS) participants and/or community aged care Home Care Packages (HCP) clients.
- To provide secretarial support for operational sub-committees within the Community Packages Department.
- Promote positive community attitudes in relation to disability, ageing and inclusiveness.
- **If Support Worker qualified** - undertake direct support work as rostered (usually one shift per week)

Statement of duties:

Professional Practice:

- Implement and manage Community Care Staff Rosters in consultation with Community Packages Manager in HCM (Home Care Manager), shared electronic data bases and other systems as directed by Community Packages Manager.
- Provide clerical support and assistance for Community Packages Manager, including the entering of PayGlobal rostering and any other systems as directed by Home Care Manager.
- To escalate any quality or safety concerns in relation to the roster and availability of support staff to the Manager Community Packages, and in their absence, the Executive Director Community Health.
- Work co-operatively in a team environment offering support to other members of staff as required.
- Liaise with other staff in the Community Care Team as required.
- Facilitate staff meetings – organise agenda and staff meeting minutes for all relevant meetings and record meeting minutes.
- Attend all required staff meetings and trainings.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care Standards.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.
- Perform other duties delegated as reasonably required by Manager Community Packages.

Quality, Safety and Risk Management:

- Ensure compliance at all times, with mandatory education competencies by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Executive Director Quality & Safety.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Community Care team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.

Direct Reports:

N/A

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

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| Authorised By: Executive Director of Community Health |
| Name: Alex Hall |
| Signature: _____ Date: _____ |

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| Position Incumbent Name: |
| Signature: _____ Date: _____ |