



## **POSITION DESCRIPTION**

### **Administrative Services Officer**

This position description describes the scope and skills required of the Administrative Services Officer at Link Health and Community (Link HC) – NDIS ECEI program. The position description may be subject to periodical reviews.

**POSITION:** Administrative Services Officer

**REPORTS TO:** General Manager NDIS

**LOCATION:** Based at Link Health and Community  
Vermont  
This is your base location; however, you will be required to work at various sites as required.

### **ORGANISATIONAL CONTEXT:**

Link Health and Community is a multi-sited community health service, providing a comprehensive range of health and community services primarily to residents of the City of Monash and surrounding communities.

The National Disability Insurance Agency (NDIA) provides the National Disability Insurance Scheme (NDIS) and works with community partners to provide timely access to best practice Early Childhood Early Intervention services for children with developmental delay or disability to ensure they achieve the best possible outcomes throughout their life.

Link Health and Community is a community partner for the National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) in Inner East Melbourne, Outer East Melbourne and Inner Gippsland regions.

The Link HC Vision is: Healthier people participating in their communities

Underpinning principles in achieving this vision are that Link HC:

Recognises that the health of individuals and the community is influenced by social and environmental factors as well as individual's access to health services and plans and delivers our services accordingly

Recognises that client, community and staff engagement in all aspects of our activities is essential for effective governance

Strives to provide quality services, in a professional, timely manner, to clients from culturally and linguistically diverse backgrounds and to clients who are hearing impaired who use sign language as their primary mode of communication.

Link HC is committed to partnering with other organisations to offer integrated health and well-being services that are consistent with state-wide health needs and social priorities.

Link HC actively places the individual at the centre of their care, so they can take part in their community. This is done by providing information and skills to help consumers make their own decisions and formulate their own goals; helping them to stay motivated, foster independence, health and wellbeing.

The Link HC Guiding Values are:

We **care** for our community and for the people who use our services

We **listen** to people who need our services and we advocate for our community

We provide **accessible**, innovative, and high-quality services and programs

We **partner** with other organisations to ensure the development and delivery of better services

## **POSITION OBJECTIVE**

Reporting to the General Manager NDIS, the principal objective of this position is to provide responsible, efficient, courteous and confidential reception services and administrative functions within the NDIS Early Childhood Early Intervention service.

The administrative function supports the ECEI team to work with families and primary caregivers of children 0-6 years', who have developmental delay or disabilities in the provision of experiences and opportunities that help children gain and use the functional skills they need to participate meaningfully in their environment.

The position holder will be responsible for performing administrative functions to a high standard with accuracy and timeliness and supporting the delivery of NDIS ECEI program

## **DUTIES AND RESPONSIBILITIES**

The position holder will provide quality services in line with the program aims, funding guidelines and the vision and values of Link HC. The services provided include, but are not limited to:

### **1.0 Service Delivery**

Providing administrative and support services as outlined above. These services will be in line with program aims, funding guidelines, service agreements, and the vision and values of Link HC.

Primary services provided include but will not be limited to: -

- 1.1 Provide high level administrative support to the General Manager, the Area Managers and the ECEI Team.
- 1.2 As first-point-of-contact, provide timely and responsive reception services.
- 1.3 Assist with the provision of accurate and clear information in a timely and respectful manner.

- 1.4 Operate systems and maintain data information, records and filing systems ensuring accuracy of detail in a timely fashion to meet NDIA and organisation requirements.
- 1.5 Provide services to the organisation in the administration and arrangement of appointments, meetings and events.
- 1.6 Ensure records are accurate and processing meets reporting content and timelines.
- 1.7 Assist in the ongoing upkeep of infrastructure services to the sites; this includes procurement of goods and services i.e. Information Technology, building, utilities and supplies.
- 1.8 Make informed decisions around the daily operations and delivery of administrative and reception services
- 1.9 Travel across service areas and working in conjunction with and to provide administrative support to the ECEI team/management and Link HC.
- 1.10 As appropriate, provide instruction and guidance to Link HC staff in relevant policies and procedures.
- 1.11 Participate in practice and performance review.
- 1.12 Contribute to staff engagement activities as appropriate for other staff at Link HC and attend relevant staff development activities offered by Link HC.
- 1.13 Perform other duties as directed.

## **2.0 Administration**

- 2.1 Ensure up to date records according to quality standards and contribute to ensuring safe custody and confidentiality of all records whether in hard copy or electronic format.
- 2.2 Prepare and maintain appropriate statistical data, reports and analysis activities as required
- 2.3 Communicate with General Manager NDIS in respect to role responsibilities and professional expertise to assist with program development and best practice.
- 2.4 Assisting with the collation of timesheet and payroll documentation.
- 2.5 Agenda's and minutes of meetings and other operational services as required
- 2.6 Work collaboratively with service providers in Link HC teams and in the broader service system to ensure that Link HC provides integrated services.
- 2.7 Participate in identifying professional development and training needs and attend professional development activities as required
- 2.8 Coding of invoices, petty cash, filing and other administrative tasks as required.
- 2.9 Assisting with procurement of goods and services

## **3.0 Health Promotion**

- 3.1 Contribute to Link Health and Community health promotion activities and participate if required in developing relevant programs and projects in line with Link HC's Health Promotion Plan.
- 3.2 Work collaboratively with other disciplines in developing a comprehensive multi-disciplinary health promotion approach to the local community as required.

## **4.0 Quality Improvement and Professional Development**

- 4.1 Support the organisational culture, which promotes continuous service improvement and innovation.
- 4.2 Contribute to the QIP Accreditation Process, including identifying, developing, implementing and evaluating quality improvement activities.
- 4.3 Participate in identifying professional development and training needs and attend professional development activities as required.

4.4 Assist the General Manager in developing administrative best practice as appropriate.

#### **5.0 Occupational Health & Safety (OHS)**

5.1 Actively support a range of activities in accordance with Occupational Health & Safety legislation obligations and in line with the Risk Management Programs.

5.2 Support and participate in the OH&S Risk Management Plans and implement the plan (where appropriate) at discipline/organisation level.

5.3 Assist in maintaining a safe work environment by reporting incidents of unsafe work practices, sites/areas or equipment.

5.4 Report injuries in the Site Register.

5.5 In the event of a workplace injury occurring, cooperate fully with the nominated Return to Work Coordinator, treating medical practitioners and health professionals to facilitate an early return to work and access to an appropriate rehabilitation program.

#### **6.0 Equal Employment Opportunity.**

6.1 The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- A workplace which is free from harassment;
- Ensuring that activities and practices prevent and eliminate unlawful discrimination
- Promote merit and equity in the workplace.

6.2 will contribute to the successful management of diversity in the workplace.

6.3 will, if and when required, co-operate with any relevant enquiry into complaints and attend supervision and performance management meetings.

#### **7.0 Community Engagement and Consumer Participation**

Link HC values collaboration with consumers and community members to improve the way our services are developed, planned and delivered. We are committed to community engagement and consumer participation and as such support ways in which the community's health can be optimized and its strengths are recognised and built upon by encouraging all staff to:

- Support and contribute to the goals and objectives of the Community Engagement and Consumer Participation Policy.
- Actively participate in recruiting consumers, carers, and the community to participate in all aspects of the organisation.
- Promote awareness that Link HC encourages consumer, carer, and community participation at all levels of the organisation.

Work collaboratively with other staff, the community and consumers to plan, implement and evaluate services, projects and programs

#### **8.0 Organisation Policies & Procedures**

8.1 Maintain currency of knowledge and practice with Link HC specific Regulations, Policies and Procedures as applicable to the position and as amended from time to time.

#### **9.0 Code of Conduct**

- 9.1 The Link HC Code of Conduct provides a framework of expected behaviours with the view to ensuring that Link HC is a safe work environment with the expectation that all dealings are conducted with integrity and respect at all times. All employees are expected to understand and abide by the Code of Conduct.

## **REPORTING RELATIONSHIPS**

This position is accountable to the General Manager NDIS

### **Performance Review:**

#### **Criteria:**

Participation in regular performance appraisal based on a documented individual performance plan with stated performance indicators including output targets is expected. The performance plan and outputs will be negotiated in accordance with a regular cycle of review.

## **QUALIFICATIONS AND EXPERIENCE REQUIRED**

### **Essential**

- Demonstrated skill in arranging meetings and providing administrative support
- Demonstrated diary management skills
- An eye for detail, grammar and punctuation along with good to excellent scanning accuracy
- Well-developed communication and interpersonal skills and the ability to deal with a range of stakeholders and members of the public
- Demonstrated level of competence in the use of information technology including Intermediate level Microsoft Office Suite; Outlook, Word and Excel software skills
- Demonstrated experience in a recent administration / clerical/health service position, having performed a diverse range of duties.
- Demonstrated high standard of organisational and time management skills, including the ability to prioritise, achieve deadlines under pressure, work independently and as a member of a team
- Demonstrated high standard of verbal, written and electronic communication skills.
- Demonstrated proficiency with computer skills, including keyboard duties, data entry, word processing and utilisation of online applications and programs.
- Demonstrated understanding of/experience working in a service environment, including the ability to maintain confidentiality within the workplace.

### **Desirable**

- Experience with the administration of accounts, and using account software packages would be well regarded
- A Certificate III qualification in Administration/Health Service Administration
- Relevant experience in working as part of a multi-disciplinary team.
- Sound knowledge of community health principles and a commitment to providing primary health services in the community.
- Understanding of principles of confidentiality, and rights and responsibilities of consumers/clients within a community health context as part of the Privacy Act.
- Experience working in a similar environment, Not-for-profit sector, health sector or government sector
- Experience in excel spreadsheets and pivot tables

**KEY RESULT AREAS**

- KRA 1** Undertake duties in a timely and accurate fashion and participate in administrative support activities.
- KRA 2** Filing and maintaining client records and information in a timely manner whilst maintaining confidentiality.
- KRA 3** Providing timely and accurate information and reports
- KRA 4** Contribute to a culture of continuous quality improvement.
- KRA 5** Work proactively with the various disciplines in the Community Health setting to facilitate a sound, useful and easy to use knowledge management system (Intranet).
- KRA 6** Demonstrated commitment to ongoing professional development and education.
- KRA 7** Ensure a customer focus.

Approved: .....

Danielle Vitacca  
**General Manager NDIS**  
Link Health and Community

I acknowledge and agree that the above position description is an accurate reflection of the **Administrative Services Officer role**.

Signed: .....  
Employee

Name: .....

Date: .....