



cobdenhealth

Enriching & Empowering Quality of Life

Cobdenhealth is the registered business name of Cobden District Health Services Inc.

POSITION SPECIFICATION

POSITION TITLE:	Administration Assistant
EMPLOYMENT TYPE:	Part Time
DAYS / HOURS:	Varied days and hours (as determined and agreed)
DEPARTMENT:	Corporate
APPROVED BY:	Executive Manager Corporate Services

VISION

Enriching & Empowering Quality of Life

VALUES

Service	We deliver caring, friendly, high quality, confidential and safe service
Honesty	We are trustworthy and transparent and value integrity and fairness.
Accountability	We take responsibility for our actions. We value teamwork and affiliative leadership.
Respect	We are person centred, inclusive, considerate and equitable to all who engage with our service.
Excellence	We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

ORGANISATION AND ENVIRONMENT

Cobden District Health Services Inc., trading as Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria.

We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support people to achieve their health goals.

Cobden Clinic is a business unit of Cobden District Health Services Inc. located in Victoria Street Cobden. Our highly skilled General Practitioners offer a diverse range of healthcare options to patients across all ages, providing a holistic approach to care. Services include, however are not limited to, general practice, health screening, skin checks, care plans, chronic and complex care and health promotion activities.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Our Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

POSITION OBJECTIVE

The role is responsible for maintaining the day-to-day reception, administrative and financial duties of Cobdenhealth whilst at all times providing a high quality of service to clients.

The role requires excellent organisational and communication skills and the capacity to manage several tasks simultaneously. Being professional and dynamic with exceptional time management is key to this role.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Executive Manager Corporate Services
Direct Reports:	Nil
Internal liaisons:	Operational Leadership Team; staff, residents, volunteers, contractors
External liaisons:	Clients/relatives/advocates; general public; families; visitors, external stakeholders; government agencies; commercial business entities

KEY ORGANISATIONAL ACCOUNTABILITIES

- Promote activities and programs in accordance with Cobdenhealth Purpose and Vision.
- Model and promote Cobdenhealth Values in the workplace
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Ensure compliance with all mandatory training and e-learning requirements within designated timeframes
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

CONFIDENTIALITY

- Ensure organisational, staff and resident confidentiality is maintained at all times. Any breach of confidentiality is a breach of the employment contract, and will lead to termination of employment.

SOCIAL MEDIA

- All employees must ensure that personal social media accounts and/or personal statement(s) in any media forum do not reflect, discuss or represent Cobdenhealth, without prior approval.

PERSONAL QUALITIES

- Honest, committed and trustworthy as reflected in your dealings with internal and external parties
- Work autonomously without close supervision, however always being a positive member of a team
- Respectful of resident and other stakeholders' confidentiality
- Displays a high level of initiative and committed to quality outcomes
- Empathetic and sensitive to the needs of others respecting their different opinions and cultural backgrounds
- Enthusiastic about improving service levels and recommending and embracing change

CONTINUOUS QUALITY IMPROVEMENT

- Commitment to the principles of continuous quality improvement and identification of improvements
- Consider innovation as part of the evolving environment, working with the team to champion ideas and implement improvements
- Participate in accreditation, compliance and quality processes and the development of practices that enhance quality outcomes.

KEY RESULT AREAS and ACCOUNTABILITY**Behavioural Descriptors**

- Undertake tasks with a high level of detail, accuracy, professional competency and within prescribed deadlines
- Effective verbal and written communications skills
- Attention to detail and high level of accuracy
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Demonstrate sound judgement and problem solve within the scope of the position
- Understand and take responsibility for own actions and work within the delegation of authority
- Support organisational change processes as they apply to the strategic objectives/priorities of the organisation
- Ensure professional, ethical and responsible practices at all times.

Team Participation and Communication

- Work collaboratively as part of a team to maximise efficient communication, promoting and developing a positive Values driven culture
- Support organisational change processes relating to the strategic objectives/priorities of the organisation
- Proven ability to work autonomously without close supervision
- Ability to take direction from Managers and support the Finance Officer with finance and other tasks
- Understand and take responsibility for own actions and work within the delegation of authority
- Capacity to manage multiple tasks proactively and constructively
- Undertake safe work practices.

Customer Outcomes

- Deliver exceptional customer experiences
- Exhibit awareness of the need for sensitivity in dealing with the Cobdenhealth and broader community
- Identify and meet internal and external customer needs and ensure that agreed customer expectations such as timely and accurate responses are met.

Personal Development

- Attend any in-service activities or training that may be required
- Maintain professional knowledge, development and skills relevant to your role
- Participate in Performance Appraisals and participate in discussion about training, learning and development
- Be prepared to share your skills and knowledge with others to support their learning
- Ensure you remain current with all e-learning modules and respond to new modules in a timely manner

PROFESSIONAL ACCOUNTABILITY**Professional Attributes**

1. Ensure professional and articulate communication and positive interaction with staff, volunteers, members of the team, residents and their representatives
2. Proactively seek and apply contemporary thinking in all areas of work within the aged care environment
3. Proactively keep abreast of findings from the Aged Care Royal Commission and how they may apply to administrative functions

Risk Management

- Ensure all decisions are in line with your administrative function and delegation.
- Take responsibility for reporting all events outside normal daily routine with possible risk implications be reported in an appropriate timeframe and/or logged.
- Participate in the ongoing development and maintenance of systems, policies and procedures for the identification, collection and analysis of risk related information.

- Participate in and ensure excellent understanding of emergency procedures.

Service Development and Responsibilities

- Provide a positive role model to all staff and key stakeholders.
- Maintain current knowledge of industry trends and best practice.
- Demonstrate a commitment to continuing personal and professional development
- Complete attendance records

Maintain Accurate Documentation and Records

- Ensure compliance documents are completed accurately and promptly
- Update staff and resident documentation in a timely and efficient manner

Occupational Health and Safety

- Take responsibility for your own health and safety and the health and safety of anyone else who may be affected by your acts or omissions in the workplace or community
- Report hazards, near misses and injuries and assist in undertaking a root cause analysis as appropriate
- Maintain an understanding and participate in emergency management plans
- Ensure compliance with all safety requirements relating to the transport of self and others in Cobdenhealth motor vehicles and ensure appropriate risk assessments are undertaken as required
- Comply with relevant legislation requirements and policies and procedures including, but not restricted to:
 - Infection Control Policies
 - Occupational Health and Safety policies and regulations
 - Fire, disaster and other emergency procedures
 - Orientation/induction and annual compulsory training
 - Manual Handling

DUTIES AND RESPONSIBILITIES

- Provide friendly, professional and competent service and assistance to visitors, residents, stakeholders
- Responsible for the accurate administration of front and back of house key function areas
- Undertake general accounting functions including accounts payable, accounts receivable, processing journals, banking, petty cash and other finance related duties
- Ability to respond to, telephone or face-to-face enquiries professionally and in a timely manner
- Ensure all communication is consistent with a customer first, person centred approach
- Accurately undertake all computer related functions, including use and management of spreadsheets
- Demonstrated commitment to actively upskill, ensuring application of contemporary practices
- Provide administrative support to various departments, as directed
- Provide rostering support for the roster office, as required (upskilling provided)
- Ensure duty lists and processes are documented and kept up to date
- Create, manage and register appointments and schedules for a variety of functions
- Ensure administrative records, databases, agreements, contracts are current and updated
- Review and update administrative processes/procedures and ensure working manuals are concise and current
- Identify and discuss efficiencies and support changes across the administrative function, in consultation with the team
- Ensure appropriate and timely reporting and feedback processes are applied
- Flexibility to provide backfill, ad-hoc unplanned and planned leave within the function responsibility areas
- Undertake other duties as directed.

QUALIFICATIONS and KEY SELECTION CRITERIA

- **Experience and/or qualification in the clerical, administration and accounting areas**
- Experience in MYOB (or equivalent) and accounts receivable and payable
- Proven ability to utilise and manage a variety of computer applications
- Demonstrated high level of administrative skills including competency with all MS Office applications
- Demonstrated commitment to delivering exceptional customer service
- **Demonstrated ability to maintain confidentiality and discretion at all times, adhering to Privacy Principles**
- Demonstrated commitment to contributing to a positive and constructive team environment
- Highly developed communication and interpersonal skills
- Demonstrated ability to successfully communicate and effectively work with people at all levels
- Demonstrated high level organisational ability and initiative, effectively applying lean thinking to processes
- **Proven capacity to set priorities and work to deadlines**
- Ability to support and positively champion change in the administration and finance environment
- **Demonstrated ability to accept direction and work without immediate supervision**
- **Demonstrated commitment to professional development**
- Demonstrated willingness to adapt and learn new and emerging systems
- Knowledge of rostering systems and processes (desirable)
- Ability to work flexibly with commitment to work within other Cobdenhealth units and entities, as required

REQUIRED

- A current Victorian Driver's Licence
- A current National Police Check
- Flexibility to adapt work patterns as required
- A current COVID-19 Vaccination Certificate – triple vaccinated (in accordance with Legislation)

SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Cobden District Health Service Inc., ANMF and HSU Enterprise Bargaining Agreement 2017. As a not-for-profit agency attractive salary packaging options are available.

PROBATION PERIOD

Each employee undertakes a six (6) month probationary period for the specified role, from the date of commencement, during which time their ability to undertake the role will be assessed and suitability determined.

PERFORMANCE APPRAISAL

A performance appraisal shall be conducted with the Executive Manager Corporate Services during the probation period and annually thereafter.

AGED CARE ACT

In accordance with an amendment to the Aged Care Act 1997 and the Sanctions Principles concerning "disqualified individuals", it is a condition of this offer that you are not a Disqualified Individual and that you agree to provide the necessary information for clearance to be given. Further information on this process is included in the Information/Employment offer pack. Should it be determined that you are a Disqualified Individual, this Offer of Employment will be rescinded and employment shall not proceed.

RIGHT TO AMEND

Cobdenhealth reserves the right to amend details of this position specification, as it considers necessary to serve the best interests of the organisation and changes to legislation.

It is recognised that the said description does not attempt to highlight and/or detail all aspects of the position described, and therefore the duties of the position are not necessarily limited by the contents of the specification.

ACKNOWLEDGMENT AND ACCEPTANCE BY APPOINTED EMPLOYEE

I certify that I have read and understand all the responsibilities of this position and accept employment as offered.

Employee Name:	
Signature:	
Date:	