

MANAGER POSITION DESCRIPTION TEMPLATE

POSITION TITLE	Administration Coordinator Aboriginal Health Services
AWARD	Does this role require Multiple Awards? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	Award: Health Employees Administrative Staff (State) Award
	Classification: Admin Officer Level 5
SUPERVISORY	Does this role manage or supervise others? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

PRIMARY PURPOSE	<p>The Administration Coordinator for Aboriginal Health Services will oversight administrative and office support for the Aboriginal Health Services Manager, the Aboriginal Health Services Management Team and staff within Aboriginal Health Services.</p> <p>The Administration Coordinator is also responsible for the day to day management of administration staff within Aboriginal Health Services.</p>
KEY ACCOUNTABILITIES	<ol style="list-style-type: none"> 1. Monitor and ensure coverage of reception and that clients, family members/carers and community members are welcomed and supported appropriately. 2. Support the Aboriginal Health Services Manager and the Aboriginal Health Services management Team with high level administration and diary support and assistance as required. 3. Monitor and maintain supplies of all items for Aboriginal Health Services, including medical and non-medical supplies, stationery supplies and kitchen consumables. 4. Ensure secretariat support including minute taking and agenda preparation is provided for meetings as requested by the Aboriginal Health Services Manager including Aboriginal Mums & Bubs, Aboriginal Staff Meetings and Work Health & Safety Meetings. 5. Play an active role in supervising cleaning, waste management and maintenance arrangements, monitor facility issues and ensure any needs/issues are addressed within Aboriginal Health Services and surrounding grounds including pest control. 6. Ensure regular WHS inspections are carried out at the Aboriginal Health Hub and surrounding grounds. 7. Undertake timely entry of data into Health Roster to ensure salary payment to staff as directed by the Aboriginal Health Services Manager. 8. Be aware of, respond and ensure compliance with all medico-legal requirements in relation to subpoenas, Chapter 16A requests, search warrants and other medico-legal requests in consultation

	<p>with the Aboriginal Health Services Manager and the Aboriginal Health Services Management Team.</p> <ol style="list-style-type: none"> 9. Ensure clinical records and client data entry management including client registration and activity reporting as required, 10. Organise and provide administrative support to various services, projects and initiatives provided by Aboriginal Health Services. 11. Provide operational day to day management for Administration staff and assist in orientation of new staff to Aboriginal Health Services. 12. Ensure corporate records are uploaded and stored in the appropriate corporate records system including monitoring and ensuring compliance with naming conventions and corporate records retention requirements .
<p>WSLHD Standard Key Accountabilities that apply to all managers (not to be removed except for the “optional” statement)</p>	<ul style="list-style-type: none"> • Demonstrate relational leadership behaviours which shape a workplace culture embodying CORE values and continuous learning together with mutual respect, having a disposition of mindfulness in all actions with an awareness and application of the Code of Conduct. • Ensure that all team members receive regular performance feedback, coaching for performance and formal review. Provide all team members with the opportunity to discuss and agree on a Work Plan for the year ahead, and a Development Plan which identifies areas for personal and professional development for the next 12 months. • Manage all resources including finances/assets/ leave balances) in a cost effective, transparent and accountable manner in accordance with all internal, legislative, audit, other compliance and Ministry of Health requirements. • Promote and coordinate quality improvement and person centred care within the department, facility and district. Utilise key performance indicators that provide outcome measures. Include quality improvement, patient safety and consumer participation as standard agenda items at department meetings. Include consumers in the evaluation and planning of services. Ensure timely and accurate reporting and management of near or actual, incidents or patient safety concerns. • As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace. • Risk Management - Managers actively identify, communicate and escalate risks and understand their responsibility to manage these risks for the organisation. This responsibility includes the use of enterprise risk systems, and the review of adequacy and effectiveness or risk controls and treatment.

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	<ul style="list-style-type: none"> Managers promote a positive risk culture where understanding, managing and accepting appropriate risk is part of all decision making processes.
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KEY CHALLENGES	<ul style="list-style-type: none"> Working in a demanding, busy and complex environment where there are competing priorities and staff working to strict deadlines Understanding the health political landscape and operating effectively within it, to ensure support for the team The ability to effectively manage enquiries on a regular basis from a large variety of stakeholders and refer them as deemed necessary
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WHO YOU ARE WORKING WITH	WHO	WHY						
Internal Relationships	Aboriginal Health Services staff and management	To ensure team work, consistency, collaboration, knowledge sharing and integration						
	Integrated & Community Health Directorate including Priority Populations & Corporate Operations	To maintain effective partnerships, integration and shared knowledge/skill						
	Director Aboriginal Health Strategy & other key internal stakeholders including ALOs and other facilities and services	To maintain effective partnerships, integration and ensure that Aboriginal Health services are aligned with WSLHD's strategic directions and priorities						
External Relationships	Greater West Aboriginal Health Service and other Aboriginal non-government organisations	To develop and maintain partnerships for the benefit of the Aboriginal community.						
	Aboriginal clients, families and community	To develop and maintain partnerships for the benefit of the Aboriginal community						
FINANCIAL DELEGATION	<input checked="" type="checkbox"/> As per Delegations manual							
Job Requirements <i>Circle/X the relevant box</i> <i>This information will be used to ensure the position is appropriately marked in StaffLink and</i>	Is the position targeted to 'eligible persons' under the Government Sector Employment Rule 26 – please indicate below: <table border="1" style="margin-top: 10px;"> <tr> <td></td> <td style="text-align: center;">Aboriginal /Torres Strait Islander</td> </tr> <tr> <td style="text-align: center;">Targeted</td> <td></td> </tr> <tr> <td style="text-align: center;">Identified</td> <td style="text-align: center;">X</td> </tr> </table>			Aboriginal /Torres Strait Islander	Targeted		Identified	X
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<i>informs the advertisement</i>	<table border="1"> <thead> <tr> <th data-bbox="520 239 676 293">Disability</th> <th data-bbox="676 239 810 293">Refugee</th> <th data-bbox="810 239 944 293">Gender</th> <th data-bbox="944 239 1058 293"><25</th> </tr> </thead> <tbody> <tr> <td data-bbox="520 293 676 353"></td> <td data-bbox="676 293 810 353"></td> <td data-bbox="810 293 944 353"></td> <td data-bbox="944 293 1058 353"></td> </tr> </tbody> </table>	Disability	Refugee	Gender	<25				
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ESSENTIAL REQUIREMENTS	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Vaccination category: A Please click here for a Fact Sheet on Risk Categorisation Guidelines <input checked="" type="checkbox"/> Criminal Record Check: National Police Check Aged Care Check Working with Children <input type="checkbox"/> License: Click here to enter text. <input type="checkbox"/> Qualification: Click here to enter text. <input type="checkbox"/> Registration in line with Award requirements: Click here to enter text. <input checked="" type="checkbox"/> Evidence of Diversity claim if applicable (state which category): Aboriginal and / or Torres Strait Islander 								
SELECTION CRITERIA	<ol style="list-style-type: none"> 1. This is an Identified Aboriginal/Torres Strait Islander Position. Applicants for this position must be of Aboriginal descent through parentage, identification as being Aboriginal and being accepted in the community as such. Exemption is claimed under Section 14 of the Anti-Discrimination Act 1977. 2. Demonstrated written and verbal communication skills and office management experience. 3. Previous experience in managing staff. 4. Effective time management skills with the ability to prioritise workload, multi-task and meet deadlines. 5. Demonstrated ability to identify issues of sensitivity and confidentiality, to monitor information and use discretion in knowing when to escalate matters. 6. Interpersonal skills 7. Proficiency in the use of the Microsoft Office suite of products and ability to learn new IT systems such as HPE 8. Drivers' licence valid in NSW and willingness to use for work purposes 								
Job Demands Check list									
<ul style="list-style-type: none"> • This list helps both applicant and manager understand the physical/emotional requirements of a role. • This list can be the basis for a pre-employment medical assessment, so if it is not accurate then there could be implications for both the employee and the manager/team if capacity is either not there, or is impacted by the work. • All WSLHD employees have a development plan – this list can inform what training may be needed for someone to manage risks identified. • During the first 90 days of employment (induction and on-boarding) and regularly thereafter, each position should be assessed at the site as to the incumbent's (or future incumbent's) WHS responsibilities specific to the position. 									

Job Demands Frequency Key	
I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 of the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

Click on the right hand column "Not Applicable" to make a selection from the drop box. There is a new section for "Other" at the end of this section ie additional demands not clearly included in the lists below.

PHYSICAL DEMANDS – description (Comment)	FREQUENCY
	Job Demands Frequency Key
Sitting – remaining in a seated position to perform tasks	Constant
Standing – remaining in a standing without moving about to perform tasks	Occasional
Walking – floor type; even/uneven/slippery, indoors/outdoors, slopes	Occasional
Running – floor type; even/uneven/slippery, indoors/outdoors, slopes	Not Applicable
Bend/Lean Forward from Waist – Forward bending from the waist to perform tasks	Occasional
Trunk Twisting – turning from the waist while sitting or standing to performance tasks	Occasional
Kneeling – remaining in a kneeling posture to perform tasks	Infrequent
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	Infrequent
Leg/Foot Movement – use of leg and or foot to operate machinery	Infrequent
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps	Occasional
Lifting/Carrying – light lifting and carrying (0 to 9kg)	Frequent
Lifting/Carrying – moderate lifting and carrying (10 to 15kg)	Not Applicable
Lifting/Carrying – light lifting and carrying (16kg and above)	Not Applicable
Reaching – arms fully extended forward to raise above shoulder	Occasional
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)	Occasional
Hand and Arm Movements – repetitive movements of hands and arms	Frequent

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Grasping/Fine Manipulations – gripping, holding, clasping with fingers or hands	Frequent
Working at Heights – using ladders, footstools, scaffolding, or other objects to perform work	Not Applicable
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle.)	Occasional
SENSORY DEMANDS – Description (comment)	FREQUENCY
Sight – use of sight is an integral part of work performance (e.g. viewing of X-rays, computer screen)	Constant
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)	Constant
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)	Not Applicable
Taste – use of taste is an integral part of work performance (e.g. food preparation)	Occasional
Touch – use of touch is an integral part of work performance	Infrequent
PSYCHOSOCIAL DEMANDS – Description (comment)	FREQUENCY
Distressed People – e.g. emergency or grief situations	Occasional
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	Occasional
Unpredictable People – e.g. dementia, mental illness, head injuries	Occasional
Restraining – involvement in physical containment of patient/clients	Not Applicable
Exposure to Distressing Situations – child abuse, viewing dead/mutilated bodies	Occasional
ENVIRONMENTAL DEMANDS – Description (comment)	FREQUENCY
Dust – exposure to atmospheric dust	Occasional
Gases – working with explosive or flammable gases requiring precautionary measures	Not Applicable
Fumes – exposure to noxious or toxic fumes	Occasional
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)	Occasional
Hazardous Substances – e.g. dry chemicals, glues	Occasional
Noise – environmental/background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting – risk of trip, falls or eyestrain	Occasional
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight	Occasional
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	Occasional
Confined Spaces – areas where only one egress (escape route) exists	Frequent
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	Occasional

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Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks	Not Applicable
Biological Hazards – exposure to body fluids, bacteria, infectious diseases	Infrequent
Other Demands –Description (comment)	
(consider if there are other particular issues not clearly described in the categories above)	

For further assistance please contact: Human Resources Business Partners – People and Culture

Tip: Save final version in HRC (formerly known as HRPM or TRIM) and request your HR Business Partner note in HRC notes section as having viewed

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