



**Our Vision**  
People living well  
**Our Values**

We care – We work together – We achieve – We learn – We innovate

## Position Description

<b>Name:</b>		<b>Date:</b>	
<b>Position Title:</b>	People Working Well Administrative Assistant		
<b>Reporting to:</b>	Employee Services Coordinator		
<b>Direct Reports:</b>	Nil		
<b>Budgetary Responsibilities</b>	Nil		
<b>Liaises with Internally</b>	Gateway Health staff, including Quality, Risk/Compliance, Communications and Marketing and People Working Well roles, along with Accreditation Working Groups		
<b>Liaises with Externally</b>	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> <li>▪ Job Applicants</li> <li>▪ External compliance agencies</li> <li>▪ Advertising mediums, both online and print media</li> <li>▪ Employment agencies</li> <li>▪ Relevant professional bodies</li> </ul>		
<b>Purpose of the Role</b>	<p>This role is responsible for providing confidential and professional administrative support to the Employee Services Coordinator and People Working Well Coordinator, greater People Working Well team, and staff of Gateway Health. This will include coordinating employee, volunteer and student information to a high standard, providing recruitment administration, assistance in onboarding, induction, assist with the collection of onboarding and offboarding data, preparing up to date reports on recruitment status, staff turnover and ensuring high quality compliance with file audits and filing.</p>		
<b>Program Context</b>	<p>The People Working Well Department provides contemporary people support services for the organisation. Gateway Health's vision of people living well applies to its staff, students and volunteers as much as it does to the broader community. This vision is brought to life within the organisation through the people working well strategy. This strategy is designed to:</p> <ul style="list-style-type: none"> <li>• proactively seek out and develop the outstanding staff it needs to deliver excellent service</li> <li>• invest in the health, wellbeing and capabilities of staff</li> <li>• promote a learning culture across the organisation</li> </ul>		
<b>Organisation Context</b>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p><b>Vision:</b> People living well</p> <p><b>Our Mission:</b> Gateway Health provides primary health care &amp; support to all in our community &amp; focuses on providing services to those with the highest risk of poor health.</p> <p><b>Our Values:</b> We care – We work together – We achieve – We learn – We Innovate</p>		

	<p>These five values reflect the way we interact with consumers, our approach to service delivery &amp; how we look after each other. Gateway Health strives for an achievement culture that encourages innovation &amp; initiative. We build &amp; foster strengths-based programs that focus on support &amp; recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales.</p> <p>Services are focused on the provision of primary health and welfare services to people at highest risk of poor health outcomes, and are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p><b>Review of Position Descriptions:</b></p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary</p>
<p><b>Code of Conduct</b></p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> <li>▪ Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures</li> <li>▪ Maintain a high professional standard and work with integrity</li> <li>▪ Develop collaborative working relationships</li> <li>▪ Communicate with respect and tolerance</li> <li>▪ Maintain a client focus</li> <li>▪ Adopt a Continuous Improvement approach</li> <li>▪ Work within legislative and compliance framework</li> </ul>
<p><b>Best Practice</b> <i>(Knowledge &amp; application of skills required for this position. Knowledge &amp; understanding of equipment, legislation, policies &amp; procedures)</i></p>	
<p><b>Key Responsibilities</b></p>	<p><b>Agreed Achievements</b></p>
<ul style="list-style-type: none"> <li>▪ Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.</li> <li>▪ Provide a professional and confidential first point of contact for internal and external stakeholders including job applicants, staff, volunteers, students and management.</li> <li>▪ Assist in recruitment processes including advertising vacant positions, liaising with advertising mediums to meet deadlines and comply with corporate style guidelines.</li> <li>▪ Coordinate and tracking of job applicants, providing prompt and professional information.</li> <li>▪ Assist with the Friends of Gateway Health volunteer program.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Complete administrative tasks within the required time frames.</li> <li>▪ All data is accurately entered onto databases, including excel spreadsheets.</li> <li>▪ Timely and accurate commencement and maintenance of employee records, financial and statistical data and any other information per organisational policy.</li> <li>▪ Provide consistent information on People Working Well processes.</li> <li>▪ All required personnel data is archived and/or destroyed within the required time frames</li> <li>▪ All exiting staff are provided the opportunity to complete an Gateway exit survey.</li> </ul>

<ul style="list-style-type: none"> <li>▪ Monitor and respond to queries in the recruitment and volunteer inbox and assist with the HR enquiry email inbox</li> <li>▪ Assist in mail merging documents to produce employment contracts and variations.</li> <li>▪ Assist with data integrity within the Better Impact Database.</li> <li>▪ Ensure compliance documentation for safety screening such as police checks, NDIS Screening check, Working with Children Checks, signed employment contracts, and credentialing are submitted prior to commencement, upon renewal, and details are updated in database and on file</li> <li>▪ Undertake administration tasks for onboarding and induction for new staff and volunteers including setting up access, organising site inductions and mandatory training requirements.</li> <li>▪ Maintain effective and high quality electronic and paper-based systems for recording, filing, storage and retrieval of correspondence, corporate records, documents and reports.</li> <li>▪ Ensure all staff and volunteers who are leaving Gateway have their VHIMS, ReSHen, passwords, access and email accounts deactivated along with their files archived and a Gateway exit survey sent.</li> <li>▪ Undertake personnel file audits and improvement activity according to accreditation requirements</li> <li>▪ Represent the People Working Well team in Accreditation Working Party meetings, and provide communication and liaison between the People Working Well team and the Quality Assurance and Standards Officer.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribute accurate information and updates to website/intranet/social/media/other platforms as required and relevant to role</li> </ul>
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**Research, Leadership and Education**

*(Demonstrated experience and understanding of the need for continuation of personal & professional development)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>▪ Active participation in Professional Development</li> <li>▪ Completion of Mandatory training</li> <li>▪ Participation in regular performance reviews and appraisals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Undertake professional development as required</li> <li>▪ 100% compliance within all mandatory training</li> <li>▪ The provision of evidence-based practice in line with funding requirements</li> <li>▪ Active participation in performance reviews</li> <li>▪ Training in key systems undertaken</li> </ul>

**Team, Culture Building and Communication**

*(Communication & interpersonal skills including liaising with internal & external stakeholders)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>▪ Develop and maintain professional relationships with internal and external stakeholders.</li> <li>▪ Contribute to productive and positive team meetings.</li> <li>▪ Positively contribute to the culture and spirit of the People Working Well team, work environment and to GH.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Contribute to the development of procedures and systems within this program</li> <li>▪ Positively embrace and adopt change as it occurs.</li> <li>▪ 100% attendance at team meetings</li> <li>▪ Active contribution to achieving team/department goals</li> </ul>

<ul style="list-style-type: none"> <li>Exhibit behaviour that is congruent with organisational values, behaviours and goals</li> <li>Promote and demonstrate inclusivity within team and across organisation</li> </ul>	<ul style="list-style-type: none"> <li>Open and clear communication demonstrated</li> </ul>
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**Clinical and Administrative Systems**

*(Org processes, admin & documentation requirements, professionalism & timely reporting)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Maintain Human Resource Management and Volunteer databases.</li> <li>Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, ReSHen, human resource software, Connx, financial and payroll software.</li> </ul>	<ul style="list-style-type: none"> <li>Complete high quality staff notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures.</li> <li>Databases are kept up to date at all times</li> <li>Maintain privacy and confidentiality at all times</li> <li>Provide evidence based practice in line with professional body requirements</li> </ul>

**Quality, Safety and Compliance**

*(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)*

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> <li>Work within the Risk Management Framework by identifying and responding to existing and emerging risk in a proactive manner to minimise the impact of risk to clients, yourself, others and the organisation.</li> <li>Provide and update Working with Children Check, NDIS Screening check and Police Checks, immediately reporting any changes to their status to GH.</li> <li>Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.</li> <li>Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public.</li> <li>Contribute to organisational quality and safety initiatives and requirements at all times, including infection control procedures.</li> <li>Comply with requirements of the Service Standards applicable to service delivery and other relevant standards, regulations and legislative requirements</li> <li>Continually develop both personally and professional to meet the changing needs of your position, career and organisation.</li> <li>Maintain the Significant Dates Report</li> </ul>	<ul style="list-style-type: none"> <li>Comply with all service/program and organisational strategies related to risk management, contributing to their review and improvement, and risk escalation should it be required</li> <li>Develop and maintain a personal care plan and attend in the Gateway Health Clinical Supervision or Line Management Meetings</li> <li>Demonstrated participation in ongoing Quality Assurance and Quality Improvement activities, including regular audits as per schedule.</li> <li>Ensure policies, procedures and codes are complied with at all times.</li> <li>Maintain privacy and confidentiality of client information at all times</li> <li>Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles.</li> <li>To positively embrace and adopt change as it occurs.</li> <li>As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set</li> <li>Protect the rights, safety and wellbeing of children and provide a child safe environment.</li> <li>Legislative requirements are met and monitored (as per role requirements)</li> </ul>

**Qualifications, Skills and Other Requirements**

Key Responsibilities	Agreed Achievements
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<ul style="list-style-type: none"> <li>▪ Provide minimal qualifications and evidence of ongoing training and further education.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of qualification provided</li> <li>▪ Evidence of learning and development provided</li> <li>▪ Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills), finance and payroll software, and human resource management systems.</li> </ul>
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**Key Selection Criteria**

*Applicants MUST address the Selection Criteria below when completing an employment application*

**Essential**

1. Demonstrated excellent administration skills and experience working with confidential information using judgement, diplomacy and discretion within a medium to large complex organisation
2. Demonstrated well-developed interpersonal skills to liaise effectively with a wide range of stakeholders in a clear and confidential manner
3. Well developed attention to detail when processing information and preparing documentation
4. Effective organisational, problem solving and time management skills to efficiently prioritise and meet competing deadlines
5. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and human resource management systems.
6. Demonstrated well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.
7. Current Australian Drivers Licence or accepted International Drivers licence
8. Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Checks must be provided prior to commencement.

**Desirable**

1. Experience or qualifications in Human Resource Management including understanding of employment legislation
2. Experience or qualifications in Health Promotion.

**Inherent Requirements**

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

**Award and Conditions**

- Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
- HS 2 plus 9.5% Superannuation.
- 38 hours per week, 1 EFT, Monday to Friday
- Permanent Full Time role.
- Location is primarily Wodonga Office to access HR files with occasional travel to other sites
- Initial 6-month probationary review and then annual performance appraisal.

**Performance Monitoring**

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

<b>Last Appraisal Date</b>	
<b>Next Appraisal Date</b>	

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health’s Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.
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**Accepted by:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

