



Our Vision
People living well
Our Values

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

Position Description

Name:		Date:	
Position Title:	People Working Well L&D Administrative Assistant		
Reporting to:	Learning and Development Coordinator		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	Gateway Health staff Team Leaders and Managers Communications and Marketing People Working Well roles		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following: <ul style="list-style-type: none"> ▪ Students on placement ▪ External compliance agencies ▪ University Sector ▪ TAFE sector ▪ Relevant professional bodies 		
Purpose of the Role	<p>This role is responsible for providing support to the Learning and Development function, coordinating internal and external L&D activities. Working closely with the L&D Coordinator you will own and manage the LMS, which will include designing and setting up online training modules. You will also work with key external partners to assist in developing and coordinating student placements.</p> <p>This role is key in ensuring all training completion is tracked and all training sessions are scheduled and the LMS is maintained and updated accordingly.</p>		
Program Context	<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"> • proactively seek out and develop the outstanding staff it needs to deliver excellent service • invest in the health, wellbeing and capabilities of staff • promote a learning culture across the organisation 		
Organisation Context	<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>Vision: People living well</p> <p>Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.</p>		

	<p>Our Values: 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 & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & 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>Review of Position Descriptions:</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>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> ▪ Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures ▪ Maintain a high professional standard and work with integrity ▪ Develop collaborative working relationships ▪ Communicate with respect and tolerance ▪ Maintain a client focus ▪ Adopt a Continuous Improvement approach ▪ Work within legislative and compliance framework
<p>L&D Administration</p>	
<p>Key Responsibilities</p>	<p>Agreed Achievements</p>
<ul style="list-style-type: none"> ▪ Provide a professional and confidential first point of contact for internal and external stakeholders including external providers, staff, volunteers, students and management. ▪ Manage GH Learning Management system (ReHSeN) including troubleshooting problems and system errors and supporting staff with queries in regard to ReHSeN as required. ▪ Maintain employee training records through ReHSeN and other databases to ensure records are accurate and relevant reports are provided to key stakeholders. ▪ Support all training and development for GH including: scheduling workshops, booking facilitators and guest speakers, communicating with participants, organising venues and catering. 	<ul style="list-style-type: none"> ▪ Complete administrative tasks within the required time frames. ▪ All data is accurately entered onto databases, including ReHSeN. ▪ Timely and accurate customer service response to all internal and external customers. ▪ Provide consistent information on People Working Well processes. ▪ Contribute accurate information and updates to website/intranet/social/media/other platforms as required and relevant to role. ▪ Provide accurate reporting.

<ul style="list-style-type: none"> ▪ Monitor course registrations and report progress. ▪ Coordinate course materials and logistics. ▪ Design and coordinate the communication and marketing information for the promotion of courses. ▪ Perform other administrative duties as required to support the PWW team. ▪ Coordinate new starters online compliance/mandatory training completion. ▪ Reporting and tracking of all Mandatory training modules. ▪ Coordinate the L&D national training calendar. ▪ Process invoices and payments required for the PWW team. ▪ Monitor and respond to queries in the HR enquiry email inbox. 	<ul style="list-style-type: none"> ▪ Established relationships with key external and internal stakeholders. ▪ Look for new initiatives or improvements. ▪ Highly organised and well run events.
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Coordination of Student Placements

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Lead GH Student Placements through – ▪ Liaising with education providers and students in relation to fielding placement requests and attend to offering placements based on GH capacity. ▪ Building and maintaining positive relationships between GH and the Higher Education and VET sectors as they relate to Clinical Education and Student Placements. ▪ Discussing placement requests with the appropriate Team Leader or Program Manager and communicate the outcome back to the education provider. ▪ Organise and facilitate student interviews with GH staff and students and communicate outcome of interviews to students and education providers. ▪ Coordinate Practical Placement Agreements between Gateway Health and education providers. ▪ Assist Gateway Health staff with the development of student timetables. ▪ Write Student Position Descriptions as required. ▪ Maintain confidential student personnel files. ▪ Coordinate student orientation and induction sessions. ▪ Liaise with and support students during their placement at GH. ▪ Support staff supervising students. ▪ Seek feedback from students regarding their placement at GH and distribute to staff and management as appropriate. Use feedback to improve placements at GH. ▪ Maintain and manage GH representation on the Placeright Portal. ▪ Ensure student information is maintained – policies, administrative processes, statistics and GH Website. ▪ Write a report on student placements for Quality of Care Report. 	<ul style="list-style-type: none"> ▪ Ensure a well run student placement program. ▪ Established relationships with key external and internal stakeholders. ▪ Look for new initiatives or improvements. ▪ Contribute accurate information and updates to website/intranet/social/media/other platforms as required and relevant to role. ▪ Provide accurate reporting ▪ Timely and accurate customer service response to all internal and external customers.

Team, Culture Building and Communication	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Develop and maintain professional relationships with internal and external stakeholders ▪ Contribute to productive and positive team meetings ▪ Positively contribute to the culture and spirit of the People Working Well team, work environment and to GH ▪ Exhibit behaviour that is congruent with organisational values, behaviours and goals ▪ Promote and demonstrate inclusivity within team and across organisation 	<ul style="list-style-type: none"> ▪ Contribute to the development of procedures and systems within this program ▪ Positively embrace and adopt change as it occurs. ▪ 100% attendance at team meetings ▪ Active contribution to achieving team/department goals ▪ Open and clear communication demonstrated
Clinical and Administrative Systems <i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ Maintain Learning and Development databases ▪ Maintain all Clinical Supervision databases ▪ Maintain GH's Learning Management system ReHSen ▪ Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, human resource software, Connx, financial and payroll software 	<ul style="list-style-type: none"> ▪ Complete high quality staff notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures ▪ Databases are kept up to date at all times ▪ Maintain privacy and confidentiality at all times ▪ Provide evidence based practice in line with professional body requirements
Quality, Safety and Compliance <i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> ▪ 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. ▪ Provide and update Working with Children Check, NDIS Screening check and Police Checks, immediately reporting any changes to their status to GH. ▪ Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines. ▪ Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public. ▪ Contribute to organisational quality and safety initiatives and requirements at all times, including infection control procedures. 	<ul style="list-style-type: none"> ▪ 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 ▪ Develop and maintain a personal care plan and attend in the Gateway Health Clinical Supervision or Line Management Meetings. ▪ Demonstrated participation in ongoing Quality Assurance and Quality Improvement activities, including regular audits as per schedule. ▪ Ensure policies, procedures and codes are complied with at all times. ▪ Maintain privacy and confidentiality of client information at all times. ▪ Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. ▪ To positively embrace and adopt change as it occurs.

<ul style="list-style-type: none"> ▪ Continually develop both personally and professional to meet the changing needs of your position, career and organisation 	<ul style="list-style-type: none"> ▪ As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set. ▪ Protect the rights, safety and wellbeing of children and provide a child safe environment. ▪ Legislative requirements are met and monitored (as per role requirements).
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Key Selection Criteria

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

Essential

1. Ability to use and quickly learn new IT systems and learning technology
2. Proficient in the use of Microsoft Office Suite
3. Collaborative team player with a can-do attitude
4. Forward thinker who is able to plan ahead proactively
5. Clear and precise communicator who has well-developed interpersonal skills to liaise effectively with a wide range of stakeholders in a clear and confidential manner
6. Outstanding attention to detail and responsiveness
7. Outstanding client service orientation
8. Ability to prioritise and manage changing needs to suit a fast-paced working environment

Desirable

9. Qualifications, Prior experience or knowledge in Learning and development would be advantageous

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.
- 30.4 hours per week, 0.8 EFT (could be split into two 0.4 part time roles)
- Permanent part time role.
- Location is primarily Wodonga Office 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.

Last Appraisal Date	
Next Appraisal Date	

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: _____