



POSITION DESCRIPTION

Position Title:	Summer cadetship Education & Research Department
Commencement / Last Date Reviewed:	September 2020
Reviewed By:	Di McIntosh ERU
EBA:	

ORGANISATIONAL STRUCTURE

Role / Team	Area	Direct Reports
Summer Cadetship	Education & Research	NIL
EBA Classification	Reports To	Professional Accountability
WC1	Director of Education & Research	NHW

OUR VISION

To Be Recognised Leaders in Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

The primary role of the Summer Cadet Administration Assistant is to provide a high standard of administrative duties for the Education & Research Unit at Northeast Health Wangaratta.

The successful applicant must be undertaking a healthcare related undergraduate degree during 2021

RESPONSIBILITIES AND MEASURES OF SUCCESS IN THE ROLE

The following table breaks down the key performance areas of responsibility for the incumbent. Measurements for performance areas will be agreed to with the Reporting Manager

PERFORMANCE AREA	- RESPONSIBILITY
Core Role	<ul style="list-style-type: none"> - Provision of administrative support within the interprofessional health team, including but not limited to provision of high quality customer service, reception inquiries in a calm and courteous manner and the use of AIDET in customer engagement - Gathering, checking and entering data accurately as directed - Ability to pull and distribute data reports as relevant and directed - Proficient IT skills in particular with Word, outlook, Excel and other relevant software programs required for role - Ability to be organized with and prioritise workload - Ability to meet workflow timelines - Participation in team activities such as unit meetings - Send and receive emails - Other general administration support duties within their scope of practice as reasonably directed - Completion of annual competencies - Completion of induction then annual performance review / appraisal - Compliance with service policies and procedures - Attendance to OH&S activities as relevant and required



Employee Obligation- OHS	<ul style="list-style-type: none"> - Participate in the development of a safe and healthy workplace. - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures. - Co-operate with management in its fulfilment of its legislative obligations. - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation. - To report any injury, hazard or illness immediately, where practical to their supervisor. - Not place others at risk by any act or omission. - Not wilfully or recklessly interfere with safety equipment.
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WORKING RELATIONSHIPS

INTERNAL

- NHW staff

EXTERNAL

- Patients and Visitors

KEY SELECTION CRITERIA

Essential

- Will be undertaking or continuing a healthcare related tertiary degree in 2021 and can provide evidence of enrolment prior to commencement of the NHW position.
- Ability to comply with the "Behavioural Outcomes" for this role
- Ability to work flexible hours
- Ability to work individually and as part of a professional team.
- Ability to learn a variety of skills and tasks in a fast paced environment
- Commitment to a high level of customer service and satisfaction.
- Experience and proficiency with computers and software programs. I.e. Word, Excel, data entry and Outlook
- Able to work accurately and produce work of a high standard
- Excellent communication skills
- Proven ability to work within guidelines
- Good time management skills, able to work with minimal supervision and to meet timelines / deadlines.
- Has attributes in line with the organisations values.
- Proven ability to maintain a high level of confidentiality.

Desirable

- Certificate II or III in Business or equivalent or other relevant courses related to administration roles.
 - Experience in customer service
 - Experience with administration duties, particularly data entry

All staff must have and remain current for continued employment the following:

- A current National Police Check (renewed every 3 years)
- A current Working with Children Check (renewed every 5 years)
- Statutory Declaration for applicable workers who have lived overseas



Standards of Behaviour

Above the line Our staff will always:

Below the line Our staff will not:

Caring

Show compassion to all people
Demonstrate empathy and understanding
Work as part of the team
Mentor others
Provide encouragement to others
Care for others the way they would like to be cared for themselves

Be disrespectful
Be self-centered
Have inappropriate conversations with others
Display rudeness

Excellence

Commit to the NHW Hardwiring Excellence expectations
Have the courage to question what we do
Persevere to do the best job they can
Strive continuously to improve
Be professional and enthusiastic
Maintain customer focus

Give up
Demonstrate a 'can't-do' attitude
Accept mediocrity
Be unreliable
Pass the buck
Ignore feedback given by patients or colleagues

Respect

Maintain confidentiality and privacy
Listen to others and accept differences
Be punctual
Respond courteously
Greet all people by saying hello, smiling and introducing themselves
Be culturally informed and sensitive
Respect diverse opinions

Be sarcastic
Bully, harass or display aggression
Be judgmental
Withhold information
Contribute to rumours
Leave an untidy workplace

Integrity

Be open and honest
Lead by example
Be responsible and accountable for their own actions
Stand up and take action
Escalate issues or behaviors of concern

Be arrogant
Be dishonest
Be hypocritical
Avoid responsibility
Allow unacceptable behavior

Fairness

Demonstrate consistency
Treat people equally
Be considerate and understanding
Be collaborative and collegial

Discriminate against others
Demonstrate favoritism and exclusion
Refuse to assist others with their workload

Received By Employee

Name: _____

Date: _____