



POSITION DESCRIPTION

Name:	Gap Year Administration Assistant Education & Research unit
Commencement / Last Date Reviewed:	September 2020
Reviewed By:	Director of Education & Research

ORGANISATIONAL STRUCTURE

Position Title	Role / Team	Area	Direct Reports
Administrative Assistant	Gap Year - ERU	Education & Research	NIL
Location	Employment Type	Reports To	Professional Accountability
NHW	Part Time Fixed Term	Administrative Team Leader	Op Director ERU

OUR VISION

To Be Recognised Leaders In Rural Health Care

OUR VALUES

CARING

EXCELLENCE

RESPECT

INTEGRITY

FAIRNESS

POSITION PURPOSE

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

The applicant will be undertaking a gap year in 2021 and can provide evidence of deferment of enrolment prior to commencement of the NHW position. Must be undertaking an undergraduate degree during 2022



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 reception and administrative support within the Inter-professional education and research team, including but not limited to provision of high quality customer service, reception inquiries, and incoming work requests in a calm and courteous manner and the use of AIDET in customer engagement - Participate in event planning, promotion, organisation, support and review - Participate in coordination of education environment, equipment and resources to support events - Participate in the delivery of an efficient and coordinated education calendar - Gathering, checking and entering service data as directed - Provision of services that are organised, efficient and informed by priorities of the ERU - Support the delivery and coordination of education remotely utilising a variety of platforms - Participate in the development and distribute data reports as relevant and directed - Proficient IT skills in particular with basic work, outlook, excel and other relevant software programs required for role - Complete basic accounting functions such raising invoices and record keeping - Participation in team activities such as unit meetings - Receiving, prepare, sort, send and manage incoming mail / packages - Maintain filing systems - Photocopy, scan and faxing documents - Monitor, maintain and order office and service supplies - 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 Obligations-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.



WORKING RELATIONSHIPS

INTERNAL

- NHW Staff

EXTERNAL

- Other Health Services in North East Victoria
- Visitors and Patients

SPECIFIC SKILL REQUIREMENTS / QUALIFICATIONS / QUALITIES

Essential

- Provide evidence of deferment of enrolment to 2022 in an undergraduate degree prior to commencement of the NHW position.
- Demonstrate a commitment to a high level of customer service and satisfaction.
- Experience and proficiency with computers and software programs. i.e. word, excel and outlook
- Excellent communication skills
- Demonstrated flexibility and initiative
- Good coordination and time management skills, able to work with minimal supervision and to meet timelines / deadlines.
- An ability to work in a busy dynamic environment and prioritise workloads
- Ability to learn a variety of skills and tasks in a fast paced environment
- Ability to work independently and as part of a professional team.
- Proven ability to work within guidelines
- Has attributes in line with the organisations values.
- Proven ability to maintain a high level of confidentiality.

Desirable

- Experience in the provision of reception, customer service and clerical duties
- Certificate II or III in Business or equivalent or other relevant courses related to administration roles.

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: _____