Position Description

Position Title: Administration Officer (AOD and Pharmacotherapy)

Reports to: AOD Team Leader

Team: AOD & Pharmacotherapy

Agreement / Award: Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015

Classification: Clerical Worker Grade C

EFT: 0.4EFT

Employment Mode: Part Time

Period of Employment: Fixed Term (12 months)

Document Version: V1

Date Last Reviewed: 24/5/2015

Organisational Context

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion through a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond, with a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the following values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in demonstrating these values.

Vision

That the people of the communities we serve achieve the best possible health and wellbeing.

Mission

In partnership with the community, to create opportunities and supportive environments which empower people to develop healthy lifestyles and prevent or manage illness.

Values

Respect

- Valuing each other’s points of view, accepting and giving feedback in a non-judgmental manner.
- Treating people in a way that is right or reasonable without prejudice.

Integrity

- Adherence to moral and ethical principles: honesty, sincerity, truthfulness, trustworthy, honourable, fair and genuine.

Responsibility

- Being trustworthy, accountable and reliable.
- Thoughtfully acting in the way that is needed, suitable or right for a particular situation.

Optimism

- Having an affirmative outlook, focusing on potential and abilities.

Courage

- The quality of mind or spirit that enables a person to face difficulties and challenges.

Resilience

- The strength and determination to overcome episodes of difficulty and hardship despite potential frequency.

Position Summary
The role of the Administration Officer (AOD and Pharmacotherapy) will be to support program staff by providing an outstanding level of administration and customer service to clients, staff and visitors. The administration officer will work across two closely-related BCH programs.

Position Responsibilities

Alcohol and Other Drugs
As a part of the AOD Team the administrator will work closely with the Drug/Drink Drive Coordinator to support the expansion of Drug/Drink Drive programs at BCH and other program areas as appropriate. The administrator will:

- Provide a warm and welcoming first point of contact for clients (generally via the phone) and other stakeholders as they relate to Ballarat Community Health, prioritising the Driver Education Program and Making a Change (MAC) program enquiries.
- Provide initial needs identification, registration and program information regarding the Drug/Drink Drive programs.
- Manage and respond to all face to face and telephone intake enquiries from clients, staff and the general public in a timely, courteous and professional manner.
- Provide clients with accurate information relating to programs and services offered by BCH.
- Where BCH is unable to offer appropriate services or programs to a client, provide further information for alternative solutions where possible.
- Use accurate, prompt and courteous communications between AOD program staff, BCH and other stakeholders.
- Make appointments such as assessment appointments, reminders and cancellations, in an efficient and effective manner according to relevant policies and procedures.
- Provide administration support to AOD staff as required.
- Ensure client files are appropriately created and maintained including scanning correspondence and other relevant documents.
- Prepare and send letters, emails and sms messages to Drug/Drink Drive clients to ensure that they receive all relevant information in a timely manner prior to the start of each program.
- Manage, update and monitor the Drug/Drink Drive waiting lists of clients and ensure that client

Pharmacotherapy
As part of the Pharmacotherapy team the administrator will support the Pharmacotherapy Manager, RAMPS Nurse/Coordinator and Harm Minimisation Coordinator around the following areas:

- Maintain and update online platforms/communications including the Pharmacotherapy Network website BCH events calendar and the Pharmacotherapy community of practice.
- Maintain and update mail and contact lists.
- Support for training and network events, including development of promotional materials, mail-outs and event organisation (booking of venues, registrations, catering and event set-up).
- Support for internal and external meetings including minutes.
- Support to the RAMPS addiction specialist program including organising and negotiation of the visiting specialist’s itinerary, booking and payment of accommodation and travel arrangements.
- General administrative support including photocopying resources, taking phone calls when team members are absent.

Scope of Practice

- To undertake an initial intake process using the VADEP tools and refer to appropriate services and programs.
- It is not within the scope of this position to provide any assessments, advice or treatment.

Reporting

- Complete applicable client records, forms, statistics, logs and reports on services delivered to clients.
- Ensure appropriate records are maintained and statistical reports are completed to funding body standard.

Organisational Responsibilities

(Governance, Quality, Risk, Training, Professional Obligations, Credentials)
Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
Work within professional boundaries and relevant scope of practise at all times
Support student placements and participate in supervising students and/or volunteers as required
Writing reports for students with regard to clinical placement outcomes
Adhere to Infection Control and Poison Control Plans where relevant and applicable
Ensure focus on and adherence to clinical governance guidelines and procedures
Maintain relevant professional registration
Relief reception, including participation in the Needle and Syringe Program (NSP)
Participate in health promotion activities in line with the Health Promotion Plan as required
Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
Participate in compulsory BCH training programs which may include but are not limited to: Cultural Awareness training, Aboriginal Cultural Awareness Training, All Staff Days, VHIMS (Incident management system) training, Act@Work (violence against women) Training, Elder Abuse, Mandatory Reporting and GLBTI training.

Ensure that client and staff confidentiality is respected and upheld at all times
Attend and actively participate in meetings as required
Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
Participate in performance development plans and supervision
Be aware of and perform all duties in accordance with the organisation’s stated policies and procedures
Participate in the organisation’s continuous quality improvement programs and activities
Assist with the identification and analysis of risks within your department and the organisation

Computer - Use of the following packages
- Microsoft Office – Word, Excel, Power Point, Access, Publisher
- TCM *
- VHIMS*
- HR21 Kiosk

Occupational Health & Safety
All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced into the workplace to improve OH&S. Staff are also expected to take responsibility to ensure the health, safety and well-being of self, colleagues and clients. Staff must report near misses and incidents promptly, participate in occupational health and safety activities and observe any lawful instructions regarding health and safety.

This role requires the incumbent to:
- Use a computer within the context of appropriate OH&S regulations
- Sit for prolonged periods of time whilst using a telephone and/or telephone headset
- Lift and move intake and/or training resources as required
Key Selection Criteria

Qualifications & Experience
1. Certificate or Diploma in Business Administration will be well regarded
2. Experience in the health or welfare sector is highly desirable
3. Previous administration and customer service experience is essential
4. Strong knowledge of and a high level ability to use the Microsoft Office Suite and experience with database management systems is essential
5. Ability to use website administration software
6. Knowledge of The Care Manager (TCM) software would be well regarded
7. Proven ability to develop professional documents and correspondence is essential

Skills & Attributes
1. Proven ability to work with people of diverse backgrounds, personalities and varying needs
2. High attention to detail
3. Excellent organisational skills especially in relation to planning and supporting training and other events
4. Ability to prioritise workloads and conflicting tasks and manage deadlines
5. Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff
6. Proven ability to use initiative to solve problems
7. Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information
- BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation
- The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
- The successful applicant will be required to obtain and maintain a valid employment Working With Children Check whilst employed in this position.
- The successful applicant will be required to hold a current driver’s licence.
- Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- The position is located at the Coonida site (Wendouree), but the Service reserves the right to vary the location of the position according to the needs of the Service and its clients and any future changes to the Service’s area of operation.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Salary sacrifice arrangements are available to all staff subject to Ballarat Community Health’s ongoing Fringe Benefits Tax exempt status.

This position description is approved by:

______________________________   _________________________   ______________
CEO’s (or representative) Name    CEO’s Signature   Date

Employee – I have read, understood and accept the following position description:

______________________________   _________________________   ______________
Employee’s Name (please print)    Employee’s Signature   Date