



Position Description

Position Title	Governance & Quality Administrator
Division / Team	Coprorate Services
Reports to	Head of Quality, Governance and Engagement
Agreement / Award	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Classification	Grade 2
EFT / Term	As per contract of employment
Work Location	As per contract of employment
Date Approved	March 2026

About Ballarat Community Health Ballarat Community Health (BCH) provides a wide range of community health and wellbeing services across Ballarat and Western Victoria. We are passionate about improving the health and wellbeing of the communities we support and addressing health and social inequality. We strive for safe, effective, connected, person centred quality services, and advocate to improve systems to bring about positive outcomes for the broader community. Our work is guided by our core values. These values inform how we work with each other, the partnerships we develop, as well as how we collaborate with and support our community. At BCH we believe our people are our greatest asset. We know that developing and retaining a skilled workforce is fundamental to our success. We are committed to nurturing an inclusive, capable and diverse workforce, and creating environments where our people thrive and excel.

Our Purpose Creating healthy communities through the provision of accessible, affordable and quality health and wellbeing services.

Our Leading Principles Address health inequity and inequality
 Improve the health and wellbeing of our community
 Have impact and be sustainable

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

Position Summary	<p>The Governance and Quality Administrator provides support to the Governance & Quality Team and to the Senior Manager, Governance and Quality. The role has a wide remit of functions including policy and procedure and governance process and registers administration and information management and meeting administrative support.</p>
Principal Areas of Responsibility	<ul style="list-style-type: none">• Monitor email inboxes as assigned and disseminate or escalate as appropriate• Liaise with accrediting bodies on administrative matters and provide regular updates to internal stakeholders and update action plans accordingly• Maintain quality administrative files and folders, team spaces and compliance portals.• Maintaining and compliance, quality and risk action plans and registers• Monitor and maintain the feedback register, with support from the Governance and Quality Lead in terms of compliants management and escalation.• Maintain the BCH policy library, maintaining status tags and publishing policy updates and administration folders including master copies and under review folders.• Communicate with owners and administrators, alerting to policies and procedures renewal dates and maintaining visibility of status as they progress through the renewal lifecycle within the under review folders.• Maintain relevant sections of the BCH Intranet and Website pertaining to Govenance and Quality guided by the Seniors Manager and Govenance and Quality team• Proactively maintain relevant sections of the BCH Intranet and Website and associated documents pertaining to the areas of responsibility, drafting and seeking timely approval from the Senior Manager, Governance and Quality and Executive as required
Scope	<ul style="list-style-type: none">• To follow leadership and management direction and seek advice on all matters outside usual scope of practice.• Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board• Continuing education to keep abreast of changes
Organisational Responsibilities	<ul style="list-style-type: none">• Be aware of and perform all duties in accordance with the organisation’s stated policies and procedures• Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes• Establish and maintain cooperative working relationships with staff and always ensure alignment with the BCH values• Work within professional boundaries and relevant scope of practise at all times• Maintain relevant professional registration• 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• 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• Participate in the organisation’s continuous quality improvement programs and activities

Qualification requirements

- Certificate or Diploma in Administration or equivalent is highly desirable

Key Selection Criteria**1. Experience:**

- Minimum 5+ years broad administrative experience is essential
- Familiarity with policy and procedure, skill at interpreting and laying out information
- An in-depth understanding of administrative support skills, including high-level word processing, database and spreadsheet skills, and the ability to adapt quickly to new programs as required
- Ability to work with minimal supervision, a positive attitude, initiative, and a methodical approach

2. Interpersonal Skills:

- Proven ability to provide excellent service to client, staff, and general community members
- Effective oral and verbal communication skills, including the ability to show empathy and patience towards clients and staff

3. Written Communication:

- Strong written communication and report writing skills
- Strong ability to engage and connect with a range of stakeholders
- High level of accuracy and attention to detail

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Proven ability to use initiative to solve problems
- High attention to detail

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work

Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
- 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.
- 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.
- BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas 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 BCH's ongoing Fringe Benefits Tax exempt status.