



# Position Description

<b>Position Title</b>	Administration Officer (Step Thru Care program)
<b>Division / Team</b>	Client Services
<b>Reports to</b>	Manager Alcohol and Other Drug
<b>Agreement / Award</b>	Health & Allied Services, Managers and Administrative Officers (Victorian Stand-Alone Community Health Services Multiple Employer) Enterprise Agreement 2022-2026
<b>Classification</b>	Grade 1
<b>EFT / Term</b>	As per contract of employment
<b>Work Location</b>	As per contract of employment
<b>Date Approved</b>	November 2024

**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

<b>Values</b>	<b>Respect</b> Valuing other points of view and treating people with respect	<b>Integrity</b> Acting with sincerity and honesty	<b>Courage</b> Strength in the face of challenges
	<b>Resilience</b> The ability to be strong in adversity, and bounce back with renewed hope	<b>Responsibility</b> Being reliable and accountable to others	<b>Optimism</b> 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** BCH is the lead agency for the Step Thru Care (STC) – Alcohol and Other Drugs (AOD) and Mental Health (MH) program. This is a partnership led service delivery model intended to address co-occurring and independent AOD and MH support needs across western Victoria.

The Administration Officer will provide essential support to a dynamic, multi-disciplinary team by helping to ensure effective communication, documentation and accountability. The role is to enhance and assist the team to provide the services needed in the most effective way.

As the Administration Officer within the STC program, you will provide a range of services to facilitate effective and efficient service delivery across the partnership. This includes utilising your exceptional administration and organisational skills to support the Manager, Clinical Lead and the broader team, following policies, procedures and funding guidelines. This will include establishing effective administration and communication processes across the partnership.

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**Team Environment**

The diversity and passion within the AOD team enables and supports an environment in which collaborate, learn, grow and be innovative.

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**Principal Areas of Responsibility**

As a part of the STC program the administrator will work closely with the Manager, Clinical Lead and the team to support program functions including:

- Creation of agenda, minute-taking and scheduling of meetings for internal and external operational purposes
- Liaise with members of the partnership, funders and other stakeholders on behalf of the program, draft and prepare correspondence as required
- Assist with the production of statistical and demographic reports generated from the client information management system as required
- Interpret and action statistical reports from funders
- Receive, document and process client referrals
- Provide accurate and confidential client data entry
- Liaise with clients as required
- Ensure all documents are appropriately stored, circulated and navigable, including plans, policies and procedures, contracts and sub-contracts; agendas and minutes, reports, all correspondence (including email)
- Schedule staff supervision and PDP meetings
- Assist with training and event scheduling
- Ensure client files are created and maintained in accordance with BCH procedures and accreditation standards
- Develop and maintain internal processes for the team to ensure communication, record-keeping and efficiency of operations within the program
- Ensure website is reflective of accurate program and service information
- Other relevant administrative duties as requested.
  - Relieve and assist CSOs when appropriate, which may include front of house

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**Scope**

- 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
- It is not in the scope of this role to provide health advice or counselling

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**Organisational Responsibilities**

- 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
  - All leaders of the organisation have an obligation to be aware of BCH's Fraud and Corruption Control systems and report any actual or suspected fraud or corruption as per approved processes.
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**Qualification and Immunisation requirements**

- Certificate or Diploma in Business Administration will be well regarded but not essential
  - Covid 19 Vaccination and Boosters as required
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**Key Selection Criteria**

**1. Experience:**

- Previous experience in a health administration role is highly regarded
- Prior experience working with people with complex and varying needs and diverse backgrounds
- Experience working within a multidisciplinary team

**2. Interpersonal Skills:**

- Display and evidence of highly motivated work ethic
- Excellent standard of organisational skills, reliability, punctuality, and work culture.
- Excellent oral communication
- Be the vital component of a highly functioning team
- Ability to work independently, whilst providing support for a busy team.

**3. Written Communication:**

- Effective written communication skills which are clear and concise
- Higher than average accuracy regarding minute taking, external and internal emails or documents
- Experience preparing meeting papers and written reports, in both a timely and accurate way

**4. Computer Skills:**

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs
- Familiarity with medical and client 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
- Ability to self-manage planning and delivery of weekly programs
- Ability to use initiative to creatively problem solve when necessary

**6. Alignment with BCH values:**

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