

## POSITION SPECIFICATION

<b>POSITION TITLE:</b>	<b>Administrative Assistant</b>
<b>EMPLOYMENT TYPE:</b>	0.6 FTE (3 days per week)
<b>SALARY:</b>	\$29,546 - \$30,214 (depending on experience)
<b>DEPARTMENT:</b>	Administration
<b>APPROVED BY:</b>	Corporate Services Manager

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**OUR MISSION** To provide safe, innovative and professional health services

**OUR VISION** To enable Cobdenhealth to better meet the health and wellbeing needs of our community

**OUR VALUES**

**Service** We deliver caring, friendly, high quality, confidential and safe service to the community.

**Honesty** We are trustworthy and transparent and we value integrity and fairness.

**Accountability** We take responsibility for our actions. We value teamwork and affiliative leadership.

**Respect** Our kind of care is person centred. We are inclusive, considerate and equitable to all who engage with our service.

**Excellence** We continually strive to provide high quality, reliable, consistent, and innovative services to our community, our clients, consumers and stakeholders

**ORGANISATION AND ENVIRONMENT**

Cobdenhealth is an all-inclusive health service providing quality care and well-being options for the local community and south west Victoria. We provide exceptional care in our accredited 60 bed residential aged care facility and support people in their own homes by managing and delivering Home Care Packages (HCP). Our diverse range of allied health, counselling, therapeutic, dental prosthetics and community services support our community to achieve their health goals.

Cobdenhealth has a fully accredited Urgent Care Centre providing emergency stabilisation service 24 hours per day, 7 days a week.

Our Cobdenhealth Community Fitness Centre has a fully equipped gymnasium offering various subscription options, casual use and leader led classes with accredited trainers. The gym is open to the public 24 hours, 7 days a week. Our Rodney Grove Community Aquatic Centre is a warm water pool open to the public for exercise, water therapy, learn to swim classes and general use. A swim against the current spa is also available.

The Men's Shed, based on-site, is a community based organisation providing a safe and friendly environment where men are able to work on meaningful projects.

Cobdenhealth is an Equal Opportunity Employer.

### POSITION OBJECTIVE

The role is responsible for maintaining the day-to-day reception and administrative duties of Cobden Health whilst at all times providing a high quality of service to clients. The role requires excellent organisational and communication skills and the capacity to manage several tasks simultaneously. Being professional and dynamic with exceptional time management is key to this role.

### ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	Business Services Supervisor
<b>Direct Reports:</b>	Nil
<b>Internal liaisons:</b>	General Manager/Director of Nursing; Corporate Services Manager; staff, residents and volunteers
<b>External liaisons:</b>	General public; business entities; other Cobden Health stakeholders

### KEY ORGANISATIONAL ACCOUNTABILITIES

- Promote activities and programs in accordance with Cobdenhealth Mission and Vision.
- Model and promote Cobdenhealth Values in the workplace
- Adhere to Cobdenhealth's Code of Conduct, ensuring professional conduct is maintained at all times
- Comply with all legislative requirements relevant to the position
- Comply with policies, procedures, systems and processes of Cobdenhealth and other external stakeholders
- Intellectual Property remains the sole property of Cobdenhealth unless otherwise authorised and confirmed in writing
- Undertake and promote safe work practices and procedures in accordance with Cobdenhealth Policy
- Ensure Equal Opportunity principles are followed
- Cobdenhealth are committed to the safety, wellbeing and care of our aged residents and community.

### CONFIDENTIALITY

- Ensure organisational, staff and resident confidentiality is maintained at all times. Any breach of confidentiality is a breach of the employment contract, and will lead to termination of employment.

### TEAM DEVELOPMENT

- Work collaboratively as part of a team to maximise efficient communication, promoting and developing a positive Values driven culture.
- Support organisational change processes relating to the strategic objectives and priorities of the organisation.

### CONTINUOUS QUALITY IMPROVEMENT

- Commitment to the principles of continuous quality improvement and identification of improvements within an administration and finance environment
- Participate in, and continuously review and further develop administrative procedures
- Participate in various accreditation, compliance and quality processes and the development of practices that enhance quality outcomes

## **KEY RESULT AREAS**

### **Behavioural Descriptors**

- Maintain confidentiality and comply with privacy requirements at all times
- Undertake tasks with accuracy, professional competency and within prescribed deadlines
- Effective verbal and written communications skills
- Attention to detail and high level of accuracy
- Ability and willingness to take initiative to improve and enhance existing systems and procedures
- Demonstrate sound judgement and solve problems within the scope of the position
- Ensure professional, ethical and responsible practices at all times.

### **Team Participation**

- Proven ability to work as a member of a team as well as autonomously without close supervision
- Ability to take direction and support the Business Services Supervisor with finance and other tasks
- Understand and take responsibility for own actions and work within the delegation of authority
- Capacity to manage multiple tasks proactively and constructively
- Undertake safe work practices.

### **Customer Outcomes**

- Deliver exceptional customer experiences
- Exhibit awareness of the need for sensitivity in dealing with the Cobden Health and broader community
- Identify and meet internal and external customer needs and ensure that agreed customer expectations such as timely and accurate responses are met.

## **DUTIES AND RESPONSIBILITIES**

- Provide friendly, professional and competent service and assistance to visitors, residents and staff
- Responsible for the accurate administration of front and back of house key function areas
- Undertake general accounting functions including accounts payable, accounts receivable, processing journals, banking, petty cash and other finance related duties
- Ability to respond to, telephone or face-to-face enquiries professionally and in a timely manner
- Ensure all communications are consistent with a customer first, person centred approach
- Accurately undertake all computer related functions, including use and management of spreadsheets
- Provide administrative support to all Cobdenhealth staff, as directed
- Ensure duty lists and processes are documented and kept up to date
- Create, manage and register appointments
- Ensure administrative records, databases, agreements, contracts etc. are current and updated
- Review and update administrative processes and procedures
- Identify and implement efficiencies within the administrative office function in consultation with Business Services Supervisor
- Ensure appropriate reporting and feedback processes
- Undertake other duties as directed.

### QUALIFICATIONS and KEY SELECTION CRITERIA

- Experience and/or qualification in the clerical, secretarial and accounting areas
- Experience in MYOB and accounts receivable and payable (desirable)
- Proven ability to utilise and manage a variety of computer applications
- Demonstrated high level of administrative skills including word processing and spreadsheets.
- Demonstrated commitment to delivering exceptional customer service
- Demonstrated ability to maintain confidentiality and discretion at all times
- Demonstrated commitment to contributing to a positive and constructive team environment
- Highly developed communication and interpersonal skills
- Demonstrated ability to successfully communicate and effectively work with people at all levels
- Demonstrated high level organisational ability and initiative
- Proven capacity to set priorities and work to deadlines
- Ability to support and positively champion change in the administration and finance environment
- Demonstrated ability to accept direction and work without immediate supervision
- Demonstrated commitment to professional development.

### REQUIRED

- A current Victorian Driver's Licence, and willingness to travel if required
- A current Police Check (upon commencement)
- Flexibility to adapt work patterns as required

### SALARY AND CONDITIONS OF EMPLOYMENT

As determined by the Cobden District Health Service Inc., ANF and HSU Enterprise Bargaining Agreement 2014. As a not-for-profit agency attractive salary packaging options are available.

### PERFORMANCE APPRAISAL

To be conducted by the Business Services Supervisor within the first 3 months (probation period) and then annually thereafter.

Cobdenhealth reserves the right to amend the details of this position specification, as it considers necessary to serve the best interests of the organisation.

*I AGREE TO ALL TERMS AND CONDITIONS OF THIS POSITION SPECIFICATION AND ACCEPT THE EMPLOYMENT AS OFFERED.*

**Employee** .....

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### **APPOINTMENT RATIFIED BY**

**Corporate Services Manager** .....

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