



Position Description

Administration Officer-Elders Support Program

Mt Drutt | November 2020



POSITION TITLE

Administration Officer-Elders Support Program
Greater Western Aboriginal Health Service

LOCATION

Mt Druitt/Penrith

POSITION DESCRIPTION

To work as part of a multi-disciplinary team supporting administrative services at Greater Western Aboriginal Health Service. The position provides administrative support for the Elders Support Program (ESP). The ESP is a Government response to the COVID-19 pandemic offering a range of support services to Aboriginal and Torres Strait Islander Elders in the Mt Druitt, Penrith/Blue Mountains LGAs. The role encompasses providing telephone welfare checks, transport support, booking specialist/allied health and GP appointments, ordering food and groceries and other relevant aged care supports for ESP clients.

The position reports directly to the Team Leader Social and Emotional Wellbeing

KEY RESPONSIBILITIES OF THIS ROLE

The primary duties of this position include, but are not limited to:

- Supporting Elders Support Program clients with welfare checks, booking taxis and transport, arranging GP/specialist/allied health appointments, maintaining food deliveries and other tasks as required for the operation of the program.
- To keep client records and statistics as required and ensure these are correct and accurate
- Assist with and/or complete the following administrative duties as required:
 - Communication i.e. phone, fax, email
 - Inputting information relevant to clients into Communicare
- Answer internal and external telephone calls
- Assist with customer and staff enquiries
- Liaise and provide orders with business providers for Elders Support Program: Michinbury Fruit and Vegetables, Meat Online, Coles and any other relevant businesses.
- Provide transport to Elders Support Program clients for relevant appointments.
- Sort and scan invoices to Finance for payment.
- Maintain Elders Support program data/information to relevant data bases (Xcel spreadsheets)
- Admin and submission of car running sheets
- Attend all required meetings
- Participate in accreditation activities
- Participate in data collection requirements, research and evaluation as required by WACHS and GWAHS
- Perform other work as required or assigned by the Team Leader
- Maintain confidentiality
- Knowledge and understanding of the issues that impact on Aboriginal people and Aboriginal communities
- Compliance of EEO, WH&S and Ethical Work Practices

SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Demonstrated skills and experience in Office Administration
- Aboriginality
- Excellent hospitality and telephone presentation
- Demonstrated high level organisational and written and oral communication skills
- Knowledge and skills in Microsoft package software
- The demonstrated ability to work independently and as part of a multi-skilled team
- Knowledge and commitment to health and safety legislation
- Demonstrated awareness of and sensitivity to Aboriginal culture and history, and current issues affecting lives of Aboriginal people
- Working with Children and Criminal Record check clearances and a current NSW Drivers Licence

Desirable Criteria

- Certificate III/IV in Business Administration or working towards
- Identifies and is well networked within the local Aboriginal Community
- Understanding of issues facing Aboriginal families in an urban environment
- Experience working within a health organisation and understanding of medical terminology

WHO WE ARE

Wellington Aboriginal Corporation Health Service (WACHS) aims to empower targeted Aboriginal and Torres Strait Islander people to take control of their individual, family and community health and wellbeing needs through the community-controlled model. Our main services are located in Wellington, Dubbo, Moree, Western Sydney, Penrith, Nepean Blue Mountains, and we provide outreach services to other towns and communities through our regional programs

We are an Aboriginal Community Controlled Health Service offering Primary Health Care Services and an Integrated Care program, as well as a number of specialist clinical staff and AHW's, a Specialist Programs Unit incorporating Social & Emotional Wellbeing, Child & Family Support, Drug & Alcohol, Aboriginal Family Health, Aboriginal Local Support, a Healthy for Life (H4L) Program, Maternal & Child Health Worker, Aboriginal Health Workers, Youth Health Worker and Dietitian targeting Maternal & Child Health and Chronic Diseases, regional programs including Australian Nurse Family Partnership Program, Aboriginal Children's Therapy Team, Tackling Indigenous Smoking Program. Our staff are supported by an Executive Management Team located across our service areas.

www.wachs.net.au