

Position Description



ANFPP Administration Officer

Wellington Aboriginal Corporation Health Service

Luxford Road, Mount Druitt

POSITION DESCRIPTION

This position reports to: ANFPP Nurse Supervisor / Team Leader

This position is part of the ANFPP Blacktown

Mandatory compliance requirements of the position:

1. Drivers Licence
2. National Criminal Record Check
3. Working With Children Check
4. Immunisation Record; Including evidence of Health Worker Vaccinations (DTP, Hep B, MMR, Varicella, Annual Influenza)

Qualifications & experience:

Essential Criteria

- Demonstrated experience in office administration
- Proven ability to work with a number of work processing systems as well as the client information database
- Experience in working independently as well as part of a dynamic team
- Excellent communication, time management and organizational skills
- Ability to prioritise work and manage competing demands while still achieving required goals and time lines
- Demonstrated awareness of and sensitivity to Aboriginal culture and history, and current issues affecting lives of Aboriginal people

Desirable Criteria

- Any relevant administration qualification

Key Duties

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

- Provide the first point of contact for clients in the ANFPP by:
 - ☛ Welcoming clients and informing ANFPP team members of clients arrival
 - ☛ Providing telephone and reception duties
- Assist with customer, staff and agency enquiries eg email, telephone and face-to-face
- Develop/use reminder recall procedures for the monitoring of:
 - ☛ Client appointments
 - ☛ Client attendance
 - ☛ Updated phone numbers
 - ☛ Internal and external referrals.
 - ☛ Reminder text message for all scheduled visits
- Follow processes including referrals and discharges
 - ☛ Enter all new referrals into database
 - ☛ Send letters to referral sources and other agencies
- Ensure and maintain client records so that they are correct and up-to-date using electronic Patient Information Recall System
- Supporting new staff with training in the relevant information system
- Ensure reception area is professional maintained eg. brochures and posters displayed are up-to-date
- Participate in all ANFPP, WACHS and service meetings where appropriate and take minutes at the team meeting and weekly planning meeting
- Perform program support tasks such as organising forms, photocopies, files, stationary orders and maintain program materials
- Perform general clerical functions such as sorting and distributing mail, typing material from typed or handwritten copy, preparing correspondence, reports and other documents
- Sort and scan invoices to finance
- Sort and scan timesheets to Program Manager for all ANFPP staff members
- Administration and submission of car running sheets
- Utilise computerised data entry equipment and various word processing, spreadsheet and file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary and summarise data in preparation of standardised reports
- Compile a variety of resources, may participate in community outreach activities such as distributing program brochures, retrieving client referrals as delegated by the supervisor
- Complete and actively participate in all educational requirements of WACHS and as requested by the supervisor from time to time
- Work within strict confidentiality guidelines, ensuring all personnel and/or client

information is kept secure

- Maintain the privacy and dignity of clients at all times
- Maintain knowledge and understanding of the issues that impact on Aboriginal people and Aboriginal communities
- Compliance with EEO, WH&S and Ethical Work Practices
- Act with tact and diplomacy when dealing with information of a highly sensitive nature
- Prioritise tasks to a level of importance and work on multiple issues at the same time
- Understand and promote the philosophy of the Wellington Aboriginal Corporation Health Service
- Undertake other duties as directed by the Supervisor
- Participate in accreditation activities and perform all other work as required by Team Leader

This is not an identified position

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

www.gwahs.net.au

www.marrs.net.au

