

Employee Position Description

Position Details		
Position Title: Program Support Officer	Department: People, Strategy & Growth	Reports To: Manager Human Resources
Primary Work Site: Hawthorn	Is travel between sites required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Is hybrid working available for role? <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
Employment Status Maximum Term to 30 November 2025 <input type="checkbox"/>		Does the role have direct reports? <input type="checkbox"/> Yes <input checked="" type="checkbox"/>
Enterprise Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026		Classification: Grade 2
Position Primary Purpose		
<p>The purpose of this position is to support Access Health and Community to deliver high quality, safe and sustainable services. To deliver on this, the Program Support Officer will work with key stakeholders providing day to day administration and operational support to enable efficient program delivery across various functions of the People, Engagement and Development team with a focus on the People (HR) and Communication and Marketing functions.</p> <p>This will include support of the full employee lifecycle, general HR queries and HR related projects. Communications and marketing tasks will include providing administration support for resource management, events and client and staff communication.</p> <p>There will be a requirement to travel across all AccessHC sites to fulfil tasks relevant to the role.</p>		

Key Accountabilities	
Focus Area	Responsibilities
People Centred	<ul style="list-style-type: none"> Proactively contribute to a warm and welcoming environment for all. Demonstrate openness, inclusiveness, sensitivity, and respectful interactions with all people. Listens to, understands and demonstrates empathy and respect through words and actions.
Commitment to Access	<ul style="list-style-type: none"> Delivers evidence-based practice and implements continuous improvement initiatives as directed by leaders to respond to consumer and employee feedback, community engagement and impact measurement frameworks.
Collaboration & Innovation	<ul style="list-style-type: none"> Works collaboratively with others and shares information freely to identify and implement opportunities for innovation and integration of work. Liaise with immediate supervisor and middle management level positions to seek and provide information. Administer the function to ensure current policy and procedures are understood and adhered to. Works collaboratively across the People, Engagement and Development portfolio with the ability to provide coverage of other PSO roles where required.
Risk Quality & Safety	<ul style="list-style-type: none"> Contribute to organisational risk, quality and safety systems being implemented across the team. Contribute to and comply with regulatory, contractual and organisational requirements; including contribution to preparation for accreditation activities. Contribute to the development, review and implementation of policies and procedures to support compliance in providing quality work.
Communication & Marketing Administration	<ul style="list-style-type: none"> Administrative support including ordering and management of communications resources. Assisting with the coordination of mailouts and other direct communication to clients, staff or stakeholders including the mail merge, printing and delivery. Event support for online and in-person events and meetings, including assisting with scheduling, invitation management, set up and catering, agendas and minute-taking. Supporting the communications and marketing team with administrative tasks as required.
People, Engagement and Development Administration	<ul style="list-style-type: none"> Administer and support the delivery of efficient and effective HR processes across the employee lifecycle including; recruitment and selection, contract & contract variation preparation, employee on and off-boarding, record creation and management, monitoring and maintaining employee and contractor, Board and committee credentialing. Provide responsive administrative support and advice on general HR queries.

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> • Input, monitor and provide data and reporting on HR and people related metrics. • Provide administrative support and contribute to HR related projects and continuous process improvement. • Prepare reports for use by the PS&G Team and Management. • Other general administration support as required
<p><i>Beyond the key accountabilities specific to the role, all employees are expected to demonstrate the values of the organisation and the capabilities set out in the AccessHC Core Capability Framework (Attachment 1). The position description outlines the key accountabilities of the role but is not exhaustive. All employees will be expected to comply with their manager's directions when and as required, which may include completion of duties not listed in this document.</i></p>	

Selection Criteria	
Screening Requirements	<div> <input checked="" type="checkbox"/> Police Check <input checked="" type="checkbox"/> International Police Check (if lived overseas in last 10 years) </div> <div> <input checked="" type="checkbox"/> Working with Children Check <input type="checkbox"/> NDIS Worker Screening </div> <div> <input checked="" type="checkbox"/> Australian Driver's License </div>
Qualifications	<ul style="list-style-type: none"> • Qualifications in Administration, Communications/Marketing, HR, Business or related discipline completed or underway
Experience	<ul style="list-style-type: none"> • At least 3 years' experience in a similar equivalent role • Health, NFP, Community or Government sector experience would be an advantage
Demonstrated Skills and Knowledge	<ul style="list-style-type: none"> • Demonstrated high level administration skills with high proficiency in Microsoft Office 365 and other relevant software applications • Demonstrated experience working with HRIS/Payroll and recruitment systems • Experience in reviewing processes to enhance user experience and efficiencies • Demonstrated experience or knowledge of systems thinking to automate manual processes • Demonstrates growth mind-set attributes

Selection Criteria	
<p>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices.</p>	

Authorisations	
<p>Employee Name:</p> <p>Signature: _____</p> <p>Date: / /</p>	<p>Manager Name:</p> <p>Signature: _____</p> <p>Date: / /</p>