



Employee Position Description

Position Details		
Position Title: Program Support Officer	Department: Mental Health & Wellbeing Portfolio	Agreement: Victorian Stand-Alone Community Health Services Stand Alone (Health and Allied Services, Managers and Administrative Officers) 2022-2026
Reports To: Manager AOD	Location: Based at Hawthorn but may be required to work across any AccessHC site	
Direct Reports: Nil	Employment Status: Permanent Fulltime	Classification: Grade 3
Position Primary Purpose		
<p>The Program Support Officer provides essential operational, data, and administrative support for a range of mental health and alcohol and other drug (AOD) programs at AccessHC. Working collaboratively as part of the Program Support team and under the guidance of their Line Manager, the role supports the delivery of high-quality clinical services within the Mental Health & Wellbeing portfolio. A key focus of the position is ensuring that contract deliverables are achieved within set timeframes, while also fostering strong relationships and collaboration with funding bodies and partner agencies.</p>		
Decision Making Authority		Key Relationships
<p>Decisions made independent of Manager Decisions as per the AccessHC Delegation framework</p>		<p>Internal</p> <ul style="list-style-type: none"> • Program Support Team • Mental Health & AOD Leadership Team • Mental Health, Wellbeing & Engagement Portfolio • Senior management Leadership Team • AccessHC Data Management Office & Business intelligence team • Staff working across Mental Health & AOD services at AccessHC • Finance team <p>External</p> <ul style="list-style-type: none"> • External funding bodies such as Eastern Melbourne PHN • Consortium partners • Partner service agencies

This position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. AccessHC employees will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

Key Accountabilities	
Focus Areas	Responsibilities
Data and Administration	<ul style="list-style-type: none"> ▪ Collating performance and data across the consortium partnership and other relevant programs ▪ Preparing data and KPI reports for relevant funding bodies, departments and internally. • Assist with cleaning of data extracted from TrakCare and VADC (Victorian Alcohol and Drug Collection) • Provide other general administrative support to the programs and consortium partners (taking minutes for consortium meetings, scheduling meetings, etc)
Program Implementation, Development and Evaluation	<ul style="list-style-type: none"> • Work with the clinical managers/team leaders to develop appropriate processes and systems to support program delivery • Assist with needs analysis to ensure the programs are locally responsive and flexible to the community needs ▪ Support the Communications and Health Promotion teams as needed in updating/editing websites, social media posts and service brochures to effectively promote the mental health and AOD programs to the community • Disseminate promotional materials, information and other documents to key stakeholders to support the implementation of the programs and establish smooth referral pathways into the service ▪ Assist with the evaluation of Mental Health, Wellbeing & Engagement Portfolio programs in line with AccessHC and funding body requirements ▪ Support the Manager to explore and identify service development opportunities as required (including assisting with new funding applications if needed)
Partnerships and Networking	<ul style="list-style-type: none"> • Deliver community engagement and capacity building activities with local stakeholders • Maintain strong, collaborative relationships with partner agencies and funding bodies (including EMPHN) • Provide administrative support to the consortium partners, including minutes and agendas for relevant meetings • Coordinate relevant training/professional development group sessions and community of practice events for the clinical staff across the partner agencies • Represent the service as required in a professional, courteous and empathic manner
Reporting and Contract Management	<ul style="list-style-type: none"> ▪ With the Manager, represent the service at regular contract management meetings with the funding body (EMPHN) ▪ Support the Manager to develop annual Activity Workplans, program budgets and service level agreements with partner agencies ▪ Assist the Manager to prepare quarterly and annual program reports ▪ Liaise with the Manager and the BI Team to ensure that high quality data is recorded and disseminate data reports to relevant staff, managers and partner agencies

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Key Accountabilities	
Focus Areas	Responsibilities
	<ul style="list-style-type: none"> ▪ Support the Mental Health and AOD programs to meet required targets, KPIs and quality processes and ensure that contract deliverables for the programs are delivered on time • Provide other general administrative support for the AOD and mental health programs within the Program Support team ▪ Assist with the evaluation of the program in line with AccessHC requirements
Governance and Compliance	<ul style="list-style-type: none"> • Act in accordance with AccessHC's policies, procedures and code of conduct. ▪ Actively participate and contribute to AccessHC service integration activities as requested by the Manager or Senior Manager AOD & MH • Maintain updated and valid credentials in accordance with relevant legislation and industry requirements where applicable to the position. • Participate in mandatory training requirements to support the delivery of a safe and effective service. ▪ Develop and review an annual individual workplan with the Manager • Actively participate in relevant continuing professional development as required
AccessHC Values	<p>Through actions and behaviour, demonstrate AccessHC values of:</p> <ul style="list-style-type: none"> • Respect • Equity • Innovation ▪ Quality ▪ Collaboration
Workplace Health and Safety	<ul style="list-style-type: none"> • Act in accordance with health and safety policies and procedures at all times. • All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. • Ensure that work and services are provided in a safe manner at all times by regularly reviewing practices and environment and by participating in Health and Safety training as required

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Selection Criteria

<p>Mandatory selection criteria items</p> <ul style="list-style-type: none"> • Police Check • International Police Check (<i>mandatory if lived/work overseas in past 10 years</i>) • Working With Children Check • Driver's Licence <p>Key criteria selection items</p> <ul style="list-style-type: none"> • Relevant qualifications and/or demonstrated experience in project administration, project management or program support roles • Demonstrated ability to meet targets and deadlines within a project framework • High level of accuracy and attention to detail and strong analytical and problem-solving skills • Proficiency in Microsoft Office and relevant software applications. • Experience with contract administration and support in a healthcare setting (experience working with Primary Health Network contracts is highly desirable) • Experience using Fixus, VADC, TrakCare or other electronic health records (desirable) • Experience working in or knowledge of the mental health and alcohol and other drug sector (desirable) 	<p>Attributes we value</p> <ul style="list-style-type: none"> • Good understanding of health literacy • Basic editing and design skills for updating website content and other materials • Strong communication and interpersonal skills, including presentation and report-writing skills • The ability to work respectfully and creatively with diverse populations, including Indigenous Australians, LGBTIQ and CALD communities • Ability to think creatively and respond flexibly to communication demands across various mediums (including various databases, client management systems, written/verbal requests and others) • The ability to produce high quality documents, databases and reports • Excellent time management skills and ability to prioritise tasks and workload • Demonstrated ability to work autonomously and in a team environment • Commitment to continuous quality improvement and health promotion principles • Demonstrated behaviours consistent with AccessHC values
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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. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner.

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

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