

Employee Position Description Template

Position Details		
Position Title: Administration Support Officer	Department: Allied Health & Chronic Disease	Agreement: Victorian Stand-Alone Community Health Services (Health and Allied Health Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026
Reports To: Senior Manager, Allied Health & Chronic Disease	Location: Primary Site: Hawthorn with ability to work from any AccessHC location	
Direct Reports: Nil	Employment Status: Permanent Part-time 0.6 FTE	Classification: Grade 1 HS1
Position Primary Purpose		
The position supports effective and efficient operations of the Allied Health & Chronic Disease Care team through administration support to the clinical teams. This will include administration tasks such as diary management; interpreter bookings; booking, rescheduling, and cancelling clients and group therapies; room and resource booking; and general administrative tasks including liaison with other departments as required to enable Allied Health & Chronic Disease Care teams to deliver accessible, high quality, safe, and sustainable services.		
Decision Making Authority		Key Relationships
Decisions made independent of Manager Decisions as per the AccessHC Delegation framework.		Internal - Allied Health and Chronic Disease Team Members - Senior Clinicians - Program Support Officer, Allied Health Leadership Team - Allied Health Managers - Senior Allied Health & Chronic Disease Manager - Service Connection and Customer Service Teams - Finance Team External - Clients and carers - Care Partners and General Practice - Partner organisations and referrers

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
Clinical Administration & Service Coordination	• Provide accurate and timely administrative support to Allied Health & Chronic Disease Care clinicians and teams, contributing to the efficient coordination and delivery of client services. • Assist with a range of service administration activities, for example: diary management, appointment scheduling, short-notice cancellation management, group administration, interpreter bookings, stock ordering, room and resource booking; and communication with clients, carers, and referrers. • Support service efficiency and client access by assisting with waitlist management, clinician diary and appointment optimisation, and other operational activities that maximise service capacity. • Maintain accurate and timely records, documentation and data entry within clinical and organisational systems such as Electronic Health Record, My Aged Care. • Record billable tasks to contribute to Organisation targets.
Collaboration & Stakeholder Engagement	• Develop and maintain effective working relationships with Allied Health & Chronic Disease Care staff, managers, Service Connection, Customer Service, and other internal stakeholders to support seamless service delivery. • Work collaboratively across teams to facilitate information sharing, problem-solving and coordinated client care. • Act as a key point of contact for clinicians, clients, carers, and internal stakeholders, ensuring enquiries are managed professionally and efficiently.
Service Improvement & Innovation	• Assist with administrative tasks associated with projects, service improvements, and operational activities to support the effective day-to-day functioning of Allied Health & Chronic Disease Care services. • Contribute ideas and feedback that support innovation, continuous improvement, and more effective ways of working.
Program & Operational Support	• Contribute to ongoing improvement of systems, processes, and administrative practices that underpin effective service delivery. • Provide administrative support to quality improvement, service development, and

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Focus Areas	Responsibilities
	organisational initiatives relevant to the Allied Health & Chronic Disease Care portfolio. • Assist with data collection, reporting, audits, and other operational activities that support planning, monitoring and service performance.
Governance and Compliance	• Act in accordance with AccessHC's policies, procedures and code of conduct • 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
Workplace Health and Safety	• 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 that could be affected by their conduct
AccessHC Values	• Through actions and behaviour, demonstrate AccessHC Values of; Equity, Collaboration, Respect, Innovation and Quality

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Selection Criteria	
Mandatory selection criteria items • Police Check • International Police Check (mandatory if lived/work o/s in past 10 yrs) • Working With Children Check Key selection criteria items • Experience providing administrative support and maintaining records, systems, and processes in a healthcare, community services, or similar environment. • Demonstrated experience of effectively managing relationships with clients, carers and allied health staff • Proven ability to meet deadlines, manage multiple priorities • High level of accuracy and attention to detail • Strong proficiency in Microsoft Office (Excel, Word, Outlook, PowerPoint) and familiarity with databases and client management systems Desirable • Experience working within Allied Health and different funding models	Attributes we value • Strong communication and interpersonal skills • Proficiency with electronic health record systems such as TrakCare • Demonstrated ability to relate to people from a diverse range of social, cultural and ethnics backgrounds • Demonstrated ability to contribute to an engaged and positive team culture • Effective time management, organisation and prioritisation skills • Demonstrated behaviours consistent with AccessHC values
Our Commitment to Diversity and Inclusion 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 strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds, people with disability, people of all genders and sexualities, and people with lived and living experience. We recognise the strength, resilience and ongoing contributions of First Nations peoples and are committed to advancing reconciliation through our employment, service delivery and organisational practices. All compliance requirements will be assessed on a case-by-case basis, and a criminal history does not automatically exclude an applicant from employment. All applications will be treated confidentially.	
Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /

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