



Administration Officer

Success Profile

As at 21/11/2024

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| You will make a difference by | <ul style="list-style-type: none">Applying your exceptional customer service skills to provide a friendly, welcoming and highly professional first point of contact for clients into IPC HealthProviding outstanding administrative support to the team enabling a coordinated and collaborative approachSupporting the Team Leader to ensure coordinated and collaborative service delivery and high quality care to our clients.Demonstrating your exceptional ability to engage and develop relationships with diverse communities including, but not limited to those from Aboriginal and Torres Strait Islander, culturally and linguistically diverse and the LGBTIQA+ communities, with a focus on older personsUtilizing your ability to collect information in a sensitive manner, with particular regard to cultural requirements, language issues, diverse communication needs, privacy and confidentiality.Applying your strong knowledge and understanding of local and appropriate aged care services and supports, including My Aged Care.Being an active participant in a multidisciplinary team with a shared commitment to executing quality improvement process to enhance the service model and achieve the best client outcomes. |
| To succeed, you will need | <ul style="list-style-type: none">A minimum of 2 yrs experience providing a high level of administration support, including but not limited to calendar/diary management, use of interpreter services and meeting coordination to a multidisciplinary team in a health or aged care settingSound and demonstrated administrative skills including data entry for accurate client record management and high quality reporting to support program objectives.Excellent customer service skills to ability to effectively and professionally engage with a range of internal and external stakeholderExceptional organisational skills taking initiative to plan work efficiently and proactively to meet required deadlines.Strong communication skills, both written and verbalWell-developed technical skills including experience in Microsoft Office suite, particularly Word and Excel, and ability to adapt to new systemsWorking with Children's Check, Police Check and current and valid Victorian driver's licence. |
| You will improve and promote One Team IPC Health by | <ul style="list-style-type: none">Acting with purpose, measuring our results, and celebrating achievements (We make a difference) |

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| | <ul style="list-style-type: none"> Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) Learning, experimenting and innovating (We are creative) |
| We will contribute to your success by | <ul style="list-style-type: none"> Providing opportunities for you to share what is important to you, your wellbeing, and what you need. Aligning the contribution you make to IPC Health's strategy. Guiding you in what to do, when and how to do it. Developing your skills with regular feedback and exploring career opportunities. Ensuring you feel fulfilled at the end of each workday. Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQA+ communities. |
| Key Deliverables and Measures | <ul style="list-style-type: none"> Administration support meets the needs of the team and program operations Our target groups indicate our client services process is friendly, welcoming, culturally appropriate, their needs have been appropriately assessed and met. Client appointment bookings are timely, accurate and meet the needs of the team and our clients The target groups have enhanced knowledge of, and access to appropriate aged care services and supports, including My Aged Care. Meet program deliverables and outcomes, including data collection, reporting and evaluation which demonstrates performance as required by funding body |
| Team | <ul style="list-style-type: none"> Community Connections |
| Reports to | <ul style="list-style-type: none"> Manager Community Connections |
| Key relationships | <ul style="list-style-type: none"> Manager, Community Connections Program Team Leader and Assessment team Consortium partners IPC Health Community Connections and relevant health and allied health teams My Aged Care service providers My Aged Care contact centre Aged Care community groups, services and supports across program catchments Local Councils, health, allied health and social support services |

| Our Purpose |
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| Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services. |

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

