**Position:** Administration Officer

**Department:** Primary Care Improvement

**Team:** Digital Health and Quality Improvement

**Reports to:** Digital Health and QI Manager

**Direct reports:** Nil

**Date issued:** September 2019

**Organisational Environment**

Primary health networks (PHNs) have been established with the key objectives of increasing the efficiency and effectiveness of primary health care services for individuals, particularly those at risk of poor health outcomes. They also aim to improve coordination of care to ensure people receive the right care in the right place at the right time.

The central and eastern Sydney catchment spans 667 square kilometres, stretching from Strathfield to Sutherland, as far east as Bondi, and also includes Lord Howe Island and Norfolk Island. We are the second largest PHN across Australia by population, with more than 1.4 million individuals residing in our region. Our boundaries also align with those of South Eastern Sydney Local Health District and Sydney Local Health District.

**Our Vision**

Better health and wellbeing

**Our Purpose**

Improve and transform care

**Our Goals**

* Improve practice
* Integrate systems
* Commission services

**Our Values**

* Learning and Growth
* Integrity
* Collaboration

**Purpose of Role**

* The Administration Officer provides a broad range of administrative services to support the Digital Health and Quality Improvement team and Practice Support and Development team to facilitate the delivery of business operations.

**Key Responsibilities**

* Support the Digital Health and QI teams in the smooth running of CPD eventsand engagement activities.
* Develop, monitor and report on data for the purpose of analysis in tracking engagement activities, registrations and usage of software for GP, pharmacy, specialists and allied health.
* Assist with the preparation and distribution of communications from the teams and act as a central point of contact for both internal and external stakeholders for enquiries.
* Assist with the organisation of events and room bookings and support event promotions by preparing and delivering promotional activities.
* Update information in CRM database and monitor data accuracy, proactively identifying and escalating potential errors as required.
* Participate in team meetings, collaborative planning activities and quality assurance activities.
* Enter purchase invoices, process petty cash reimbursements and reconciliations including coding receipts and dockets then filing information in accordance with CESPHN policies and procedures.
* Perform other duties commensurate with skills and experience as directed by the Digital Health and QI Manager.
* Support the collection and maintenance of high quality data in compliance with policies and procedures, including the protection of confidential information and the implementation of data quality improvement plans;
* Participate in the development of a safe and healthy workplace and comply with WHS legislation and instructions given in adhering to safe work procedures.

**Details of relationships relevant to this role**

Internal Stakeholders**:** This position works across the whole the whole organisation

External Stakeholders:

* Health Care Providers
* Consumers

**Selection Criteria - Essential**

* High level organisational skills, with proven ability to work autonomously as well as effectively as a member of a high performing team.
* Intermediate to advanced knowledge of Microsoft Office based computing applications, e.g. Excel, Word, Database, PowerPoint and database applications
* Good oral and written communication skills
* Experience in communicating with health care professionals and consumers
* Ability to work as part of a team, in a fast paced environment
* Ability and willingness to assist with educational workshops, including attending event and developing quality education resources.

**Selection Criteria - Desirable**

* An understanding of the primary health care environment

**Core Competencies**

Managing Change: The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change.

Customer Orientation: The ability to demonstrate strong customer focused support and stakeholder engagement in all business-related activities.

Analytical Thinking: The ability to clearly analyse a situation and seek out relevant information needed to address issues using a logical, systematic and sequential approach.

Verbal and Written Communication: The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence and briefings.

Teamwork: The ability to contribute and work collaboratively as part of a high performing team.

Initiative: The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it.

Influencing Others: The ability to confidently negotiate with internal and external stakeholders to influence decision making and achieve desired outcomes

**Acknowledgement and Acceptance**

As the incumbent of this position, I confirm that I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position. Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives.

It is further expected that this position description will change over time due to the nature of CESPHN activities. A flexible attitude to change is expected of staff. Any proposed changes will be discussed with you.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

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| Approved by |  |
| Manager Signature |  |
| Manager Name |  |
| Date |  **/ /** |
| Agreed by |  |
| Employee Signature |  |
| Employee Name |  |
| Date |  **/ /** |