



## Position Description

<b>Position Title</b>	Knowledge Management Officer
<b>Position Number</b>	P1905
<b>Position Status</b>	Full time/Ongoing
<b>Program Area</b>	Infrastructure – Knowledge & Solutions Development
<b>Award/Agreement/ Classification</b>	Management & Admin Grade 3
<b>Reports To</b>	Knowledge & Solutions Development Manager [P2381]
<b>Contact</b>	Kate Leihy
<b>Contact Phone Number</b>	0417220544

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

cohealth's mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

With over 30 sites cohealth provides a range of vital local health and support services including medical, dental, allied health, mental health, and counselling, and many specialist health services. More information about cohealth is available on our website [www.cohealth.org.au](http://www.cohealth.org.au).

Staff enjoy being part of a supportive environment with strong leadership and a collegiate and communicative approach. A not for profit organisation built on strong values, cohealth's commitment to all staff and volunteers is to ensure a positive and supportive work environment.

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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## Site/Program Profile

The Knowledge Management Officer will form part of the Knowledge Management and Solutions Development team, within the Infrastructure program in the Capability Network. The team works closely with the ICT and Client Applications teams and is focused on promoting knowledge sharing, information management and in developing solutions for process flow and automation, primarily within the Microsoft Office 365 suite of applications.

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## Position summary

The Knowledge Management Officer will play a key role in the ongoing support and organisation of cohealth's SharePoint Online platform and other Office 365 applications. The role is focused on ensuring our users can best meet their business needs regarding the storage, management and collaboration of business 'knowledge', including working file and controlled documents as well as other content.

The role will have responsibility for supporting and troubleshooting issues related to SharePoint Communication and Team Sites, as well as Microsoft Teams for all cohealth programs and teams.

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## Position Responsibilities

- Provide helpdesk assistance for queries related to SharePoint, Teams and OneDrive usage
- Be a knowledge management champion for cohealth, with a focus on helping to promote best practices, increase user engagement with SharePoint and other knowledge management projects, knowledge sharing and collaboration as well as 'personalisation' of use of Office 365 applications;
- Provide training and ongoing support to teams to ensure continued adherence to knowledge management principles, and SharePoint Online and Office 365 usage;
- Contribute to the development of training resources and documentation to support the ongoing use of SharePoint and other Knowledge Management systems;
- Where identified, configure new SharePoint Sites and Teams, working with program leaders on layout and content;
- Maintain people data/staff lifecycle information in Active Directory Security Groups and SharePoint repositories ;
- Promote and put into action good information management and document control principles and techniques, such as the use of metadata, version control and the utilisation of appropriate storage and access controls wherever possible;
- Undertake Document Control functions relating to the maintenance of controlled repositories including but not limited to: the cohealth Policies & Procedures Library and the cohealth Program Lifecycle Portal (Tendering and Contract information)

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- Undertake special projects or tasks as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness;
- Participate in ICT team meetings, work collaboratively with and provide support to team members;
- Keep up to date with new functionality within the Office 365 suite;
- Work within limits of confidentiality, privacy and web accessibility;
- Maintain integrity in adhering to personal and professional accountabilities;
- Participate in Performance Appraisals as directed by line manager; and
- Work in ways that support and uphold cohealth values and code of conduct;

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### Position Requirements (qualifications, skills, knowledge and attributes)

- **Qualifications** - Tertiary Qualifications in Information or Knowledge Management or equivalent, or equivalent work experience as a SharePoint administrator and/or Document Controller
- **Attributes** - Organising and planning skills, ability to prioritise customer support requests and management tasks in a deadline driven environment, delivering training and support in SharePoint to a range of customers  
An enthusiastic and energetic person who is committed to working collaboratively with staff and managers across the team and across cohealth
- **Skills** - Demonstrable experience in providing high level customer support, continuous improvement and customer service; experience of knowledge management principles, communication, interpersonal skills and negotiation skills,
- **Knowledge** - Experience with SharePoint, preferably SharePoint Online in a large organisation, experience providing support in an IT function including either SharePoint administration experience or leading a new SharePoint Implementation.

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### Key Selection criteria

- Experience maintaining and supporting SharePoint as an Administrator, especially in relation to SharePoint Online and Office 365;
- Demonstrated awareness of knowledge management and document control principles
- Experience in the delivery of organisational change in an open a collaboratively way;
- Good understanding of relevant accessibility, useability, privacy and security standards for online content;
- Proven organisational skills and an ability to manage varied, high priority tasks within limited time frames;
- Proven methodical approach to large projects, time management and adaptability in the face of changing customer needs;

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- High level communication, interpersonal skills and negotiation skills and the ability to work effectively with a wide range of people across and outside the organisation;
- Experience delivering training and support in SharePoint to a range of customers
- Working with Children's Check (WWCC); and
- Victoria Police Check

**Desirable**

- Experience working with Active Directory ;
- Experience working in, health and/or community health organisations; and
- Current Australian Driver's license to facilitate travel to cohealth sites

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**Additional Information**

1. cohealth is an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.
3. This position is based at 90 Maribyrnong Street, Footscray but may be required to work across sites from time to time or to change sites.
4. cohealth is a child safe organisation and employment is subject to the satisfactory completion of a Police Record Check and Working with Children Check.
5. In the context of occupational health and safety all employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.
6. Salary packaging is available to all fixed and permanent staff.

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**Relationship to Performance Development and Review Plan**

This position description operates in conjunction with and forms part of the relevant individual Performance Development Review Plan. An initial performance review will take place six months following commencement of employment and then on an annual basis.

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**Our Principles**

Our work is informed by human rights based principles which include:

**Participation:** We work to improve access to our services by creating opportunities for active and meaningful participation.

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**Accountability:** We have strong systems that are open and transparent and we actively encourage and respond to feedback.

**Non-discrimination and attention to vulnerable groups:** We work with the most disadvantaged people to improve their health and wellbeing.

**Empowerment:** We work alongside a strong and well-connected community that is supported to have a voice.

**Linking practice to human rights standards:** Our work promotes and protects the rights of staff, consumers and the wider community.

We require all employees to perform in a way that is in line with these principles.

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### Document Review Details

**Version Number:**

**Date Reviewed:**

**Date to be reviewed:**

I have read, understood and accept the above position description

**Name**

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**Signature**

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**Date**

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**Senior Manager**

**Name**

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**Senior Manager**

**Signature**

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**Date**

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