
**DOCUMENT / POSITION INFORMATION
JOB SPECIFICATION**

Acknowledgement by occupant..... Date.....

ARCS Care Alliance Director - Date.....

POSITION TITLE:	<u>ADMINISTRATION OFFICER</u>
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**DOCUMENT/ POSITION INFORMATION
JOB SPECIFICATION**

1. LEVEL CHARACTERISTICS

Work undertaken requires significant levels of disciplined office and administration practices and competence gained through experience, specialized training, with a wide scope of general office skills and administration management expertise.

Provision of general administrative skills, contributing to the service of providing quality nursing care from an innovative, primary care health care team.

Work without direction and take responsibility for the supporting the administrative component of the organisation's office schedule requiring the development, implementation and evaluation of office activities and assisting with the maintenance of the organization's philosophy, policies and objectives.

2. POSITION SUMMARY

The Administration Officer is accountable for developing and managing the services administration and office practices. The incumbent is accountable for general office services providing support to the staff as they work within the frameworks of Veterans Affairs and private health fund agreements. As an integral stakeholder within the organization's framework of holistic primary care the Administration Officer is responsible to maintain all staff, patient and organization records. He/She is responsible to ensure a safe working environment for themselves and any other person entering the organization through participation in staff development, mandatory education and Occupation Health Welfare & Safety training.

3. POSITION CHARACTERISTICS

ARCS Care Alliance is an aligned group of entities that provide community based health services that specialize in the home based nursing care & services optimising the independence of their clients.

A dominant focus of ARCS management and operations philosophy is evidence based outcomes of patient care. Vets Affairs, DVA, HACC, QMS and private health fund agreements accreditation processes are used to substantiate the organisation's continued commitment to quality improvement. The Administration Officer is accountable for undertaking office skills to support the staff within the organization and to ensure the efficient and effective delivery of services. The incumbent of the position is also required to independently manage the maintenance, security and ongoing processing of office documents, accounts and records as directed by the Administration/IS Manager supporting the philosophy of continuous quality improvement.

Each Administration Officer is expected to multi-task across the organization to ensure a robust systems approach occurs within the work environment. However special tasks which are higher level and require specialist knowledge and training will be delegated to certain staff members and teams. Duties Lists and Letters of engagement for each administration team

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member will provide outlines of duties for each individual. However, as the organization is growing and changing it is expected that duty lists will change from time to time and require updating ongoingly.

4. ORGANISATION

Reports to: Administration/IT Manager

5. STATISTICS RELEVANT TO THE POSITION (Statistical data about those areas on which the position has direct impact. Not all positions will have measurable statistical data)

Financial: Assists with management of the organisation's finances as directed by the Services Manager and the Directors

6. Special Conditions (Such as non-metropolitan location, travel, requirements, frequent overtime, etc.)

Some out of hours work may be required.

Current drivers license required.

Required to participate in Annual Performance Appraisal system

Required to contribute to Occupational Health Safety and Welfare activities

Required to contribute to the Quality Improvement program / activities

7. Statement of Key Outcomes and Associated Activities

KEY OUTCOMES

Responsibilities:

1. Facilitates the efficient management of the office.
2. Manages the organization's records and correspondence as directed by the Directors.
3. Providing timely reports as requested
4. Facilitate the review & development of organization's policies as requested.
5. Facilitate the invoicing and collection of accounts
6. Assist with the Development of any documentation associated with the implementation and evaluation of internal OHS&W and Quality audits in accordance with the organization's accreditation bodies.
7. Maintain the organizations filing system in an orderly manner.
8. Participate in quality improvement activities as required.
9. Undertake general office duties as required.

PERSON SPECIFICATION - ESSENTIAL REQUIREMENTS

The characteristics specified should represent the minimum requirements of the position.

1. QUALIFICATIONS (Only those as essential for the position)

- Office management course with typing speed 30WPM
- Database skills

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2. PERSONAL SKILLS/ABILITIES/APTITUDES

- High level oral and written communication skills and ability to relate to a wide range of individuals and groups at all levels within the health field.
- Ability to use initiative, flexibility and innovative approaches to meet changing requirements and situations.
- Sound negotiation skills
- Ability to problem solve and prioritise office issues.
- Flexible working attitude and ability to work to program timelines
- Ability to manage time efficiently
- Comprehensive communication and conflict management skills

3. EXPERIENCE

- Experience in office environment

4. KNOWLEDGE

- Detailed knowledge of computing programs
- Knowledge of community health care and culture
- Knowledge of team communication
- Working knowledge of OHS&W & Quality Improvement practices

PERSON SPECIFICATION - DESIRABLE REQUIREMENTS

The characteristics specified should represent the desirable requirements of the position.

1. QUALIFICATIONS:

Office Management Qualification

2. PERSONAL SKILLS/ABILITIES/APTITUDES

Managed other staff

3. EXPERIENCE

Health care field
Recent proven experience in office area

4. KNOWLEDGE

Accreditation processes