



Position Description

Administration Officer (Corporate Services)

Program:	Health Voyage Ltd
Location:	45-53 Little Street, Coffs Harbour
Award:	Health Professionals & Support Services Award 2020
Classification:	Support Services Level 4
Reports to:	Chief Executive Officer
Direct employer:	Health Voyage Ltd

OUR VISION: *Healthier people. Stronger communities.*

OUR MISSION: *To provide equal access to safe, quality health care services and improve the physical, mental, and social wellbeing of vulnerable individuals in our community.*

OUR VALUES: *Ethical Integrity Respect Diversity Compassion*

Health Voyage is a Circle Back Initiative Employer <https://circlebackinitiative.com/about/> and commits to respond to every applicant.

ORGANISATIONAL AND PROGRAM SUMMARY

Health Voyage Ltd

Health Voyage is a local for purpose not for profit. As a charity organisation we are strongly guided by our values and work towards a vision of healthier people and stronger communities.

Health Voyage is the Lead Agency for:

- the Coffs Harbour Women's Health Centre
- headspace Coffs Harbour
- headspace Grafton, and
- the Mental Health Nursing Services Program for the North Coast.

We work in partnership with other community organisations and the Local Health Districts and our funders to ensure our services complement and strengthen the public health sector. We provide accessible, cost-efficient and effective health and wellbeing services to prevent or lessen the long-term impact of illness is a vital contribution to the wellbeing of individuals, families and the community.

POSITION SUMMARY

Reporting to the CEO, the Administration Officer will be responsible for providing support to the Health Voyage Corporate Services team across a broad range of administrative tasks in an efficient and timely manner to contribute to the ongoing effective and efficient functioning of Health Voyage and to meet statutory and legal requirements.

KEY RESPONSIBILITIES

Administration

- Under the direction of the CEO, provide assistance to both the CEO and the Corporate Services team with admin tasks including but not limited to diary/calendar management for meetings, preparation of Agenda and Minutes where relevant, letter preparation, printing,

- copying, filing, ordering/pick up of catering, and other tasks in preparation for, or following each monthly Health Voyage Board meeting, annual AGM, and Annual Report preparation.
- Prepare and issue the fortnightly Health Voyage newsletter “The Healthy Stuff” including sourcing content from relevant staff/managers, design and layout, regularly updating the employee distribution list and ensuring CEO has proofed and approved content prior to issue.
- Manage and update relevant Executive Leadership Team (ELT) and Corporate Services Registers as directed
- Manage and update Corporate Services and ELT Teams and Teams Channels.
- In collaboration with HV Centre Managers, using the provided template, prepare Service Agreements for contractors and work with the HR team to ensure all credentialing has been received before finalising for CEO review and approval.
- Manage the Adobe Acrobat Sign account and ensure the CEO has reviewed all documents and authorised their release.
- Assist with creating new content/pages for the Health Voyage SharePoint site (Document Hub) and maintaining the currency and relevance of the content.
- Assist with admin tasks as directed to support Health Voyage services during re-accreditation cycles including the RACGP accreditation for CHWHC and the headspace Model Integrity Framework (hMIF) for headspace Coffs Harbour and headspace Grafton.
- Assist with document management procedures and system monitoring and coordination
- Other office operational tasks such as ordering/purchasing of stationery, housekeeping items, kitchen supplies, maintenance of the kitchen facilities and indoor plants for Corporate Services.

Facilities and Assets

- As directed, assist with coordination and recording of the Coffs Harbour premises building maintenance issues including regular services such as cleaning, telephone systems, pest control, air conditioning services, filtered water supply, carpet cleaning, fire systems etc, and liaise with service providers to monitor and maintain up to date service records
- Coordinate and maintain Health Voyage Fleet Management requirements including annual vehicle registrations, insurances, and roadside assist renewals; assisting with vehicle disposals/purchasing procedures as required; liaising with both headspace services to ensure regular vehicle services, tyre checks/balances, repairs, cleaning, and detailing occurs in a timely manner.

Privacy and Confidentiality

- Access confidential data and information in a secure and discreet manner
- Follow policies and procedures to ensure the security of organisational data and information
- Ensure the privacy and confidentiality of staff is respected

General

- Commitment to and participation in service improvement and expansion processes, including (but not limited to) learning and development
- Work collaboratively with all Health Voyage staff by sharing resources, skills and ideas

RELATIONSHIPS

The position holder will be required to develop and maintain positive and effective working relationships with a range of people and organisations. They must positively represent Health Voyage to the public, community, government and other organisations.

Reports to:	Chief Executive Officer
Direct Reports:	None
Indirect Reports:	None
Accountable to:	Health Voyage CEO and Governance Board
Internal Relationships:	Health Voyage Corporate Team, headspace Coffs Harbour and Grafton Centre Staff and Contractors

External Relationships: Healthy North Coast Staff
headspace National Staff
Consortium partner organisations and staff
Health Voyage co-located partner organisations
Other headspace Centre Staff
Local youth, health and community service providers and staff
Government departments, ministers and staff
Private health practices and practitioners
Other external partners, vendors, providers and key stakeholders.

SELECTION CRITERIA

Essential

1. Minimum Cert IV qualifications in business, business administration, communications, or a related field
2. Demonstrated broad range of experience in an administrative position
3. Demonstrated experience in systems including contract management, records management, Excel and the Microsoft M365 suite including Microsoft Teams.
4. Demonstrated ability to maintain a high level of accuracy
5. Demonstrated understanding of the nature of sensitive information and the importance of confidentiality
6. Demonstrated time management skills and proven ability to prioritise work to meet deadlines

Desirable

1. Previous experience in Not for Profit or Non-Government Sector

Foundational skills required

- Exceptional interpersonal skills with the ability to establish and maintain effective relationships with a diverse range of people and professionals.
- Highly developed verbal and written communication skills.
- Ability to work both independently and collaboratively as a productive team member.
- Proven track record in building and maintaining effective working relationships with a range of internal and external stakeholders.

Personal attributes

- High levels of professionalism, confidentiality and discretion.
- Ability and commitment to continuous learning.
- Strong work ethic.
- Adaptability and flexibility to changing work environments and requirements.
- Reliable and results focussed.

WORKPLACE POLICIES AND PRACTICES

All Health Voyage employees and contractors are required to familiarize themselves with the organisation's code of conduct and policies and procedures and to abide by them at all times.

It is expected that at all times employees and contractors will:

- Be respectful towards the organisation, colleagues, clients and the general public.
- Support the Health Voyage vision and objectives and demonstrate the values of Health Voyage.
- Take reasonable care for their own health and safety and that of others in the workplace.

The position holder must also:

- Maintain a current check for working with young people, as per the relevant state legislation.
- Undergo a current and satisfactory criminal record check.

- Maintain a current NSW driver's licence.
- Maintain eligibility to work in Australia.
- Have some flexibility to occasionally travel and to work after hours (including weekends and evenings).

OTHER INFORMATION

Fringe Benefits: Salary Sacrifice (Packaging) is available to eligible employees. Health Voyage Ltd. is a Registered Charity

Superannuation: Employer contribution will be paid in accordance with the applicable current Superannuation Guarantee Legislation to a complying super fund.

Leave: Annual leave as per the National Employment Standards with 17.5% loading (not applicable for casual employment)
Sick Leave as per the National Employment Standards (not applicable for casual employment)
All official National and NSW Public Holidays that occur on regular days of work

Position status: This position is for a period of 12 months and is reliant upon continuing grant funding

Please note:

It is an offence under the NSW Child Protection (Prohibited Employment) Act 1998 for a person convicted of a serious sex offence to apply for this position. Successful applicant(s) will be subject to Working with Children Check and Police Check prior to Employment.

Health Voyage regards the health, safety and wellbeing of our people, our contractors and our communities to be our highest priority, which is why we require all employees to have received at least two doses of an approved COVID-19 vaccine or have an approved medical contraindication form.

Health Voyage is committed to a workplace culture that builds respect, fosters inclusiveness, promotes diversity and embraces the unique skills and qualities of all our workforce and members. Candidates who identify as Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ+, or have a lived experience of mental health are encouraged to apply for Health Voyage positions.

Approved by:	Tazmyn Jewell, Chief Executive Officer
Date approved:	Oct 2024