

Position description

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| Position title: | Administration Assistant - Aboriginal and Torres Strait Islander Cultural Education Unit |
| Date of last revision: | February 2018 |

1. Purpose

Reporting to the Aboriginal and Torres Strait Islander Cultural Education Unit Manager, the Administration Assistant provides a range of administrative tasks and procedures that underpin the functions of the Aboriginal and Torres Strait Islander Cultural Education Unit.

The Administration Assistant is a key contact person for NSW Aboriginal Community Controlled Health Services and other internal/external stakeholders for Unit Management, Regional Coordinators and the Aboriginal Liaison Officer in the delivery of the priorities of the GP Synergy Aboriginal and Torres Strait Islander Health Strategic Plan. He/she must have developed the requisite knowledge of events coordination, NSW Aboriginal Community Controlled Health Services and experience in providing secretariat support for committees and meetings in for the effective flow of information and communication to all stakeholders and by undertaking or overseeing a range of administrative and support tasks and procedures that underpin the Aboriginal and Torres Strait Islander Cultural Education Unit.

2. Essential duties and responsibilities

Essential duties and responsibilities include the following, other duties may apply:

2.1 Provide high level administrative support of Aboriginal and Torres Strait Islander Cultural Education Unit:

- a) organise agendas and taking minutes
- b) answer telephone calls ensuring use of sound customer support skills, always being supportive to external and internal stakeholders
- c) compose documents in Microsoft Word, Excel and PowerPoint, as directed.

2.2 Administration support

- a) provide administration and secretarial support for the Aboriginal and Torres Strait Islander Cultural Education Unit, including scheduling and organising appointments and meetings, agendas, taking minutes, correspondence, and provide other administrative assistance as required.

2.3 Provide secretariat and coordination support for GP Synergy Aboriginal and Torres Strait Islander Cultural Education Unit for state and regional forums and Aboriginal and Torres Strait Islander Cultural Education Unit meetings:

- a) providing support for Cultural Education Unit workshops
- b) handling and distribution of correspondence, as required.

2.4 Effectively maintain electronic and manual filing systems for regional and state portfolios within the Aboriginal and Torres Strait Islander Cultural Education Unit:

- a) maintaining and organising electronic filing systems
- b) perform other administrative duties including scanning, photocopying etc, as required.

3. Task specification

| Task name | % Total work |
|--|--------------|
| Provide high level administrative support of Aboriginal and Torres Strait Islander Cultural Education Unit | 60% |
| Administration support | 20% |
| Provide secretariat and coordination support for GP Synergy Aboriginal and Torres Strait Islander Cultural Education Unit for state and regional forums and Aboriginal and Torres Strait Islander Cultural Education Unit meetings | 10% |
| Effectively maintain electronic and manual filing systems for regional and state portfolios within the Aboriginal and Torres Strait Islander Cultural Education Unit | 10% |
| TOTAL | 100% |

4. Distinguishing factors and competencies

4.1 Skills and other attributes

| Area | Description | Competency level required |
|------------------|--|---------------------------|
| Skills | | |
| Computing | High level office computing skills including MS Office applications: | |
| | • MS Word | High |
| | • MS Excel | High |
| | • MS Outlook | Medium |
| | • MS PowerPoint | Medium |
| | • Adobe | Medium |
| | • Database | Medium |
| | • Web browsing | Medium |
| Communication | Written and verbal communication skills | Very high |
| | Interpersonal skills | Very high |
| Customer service | External customer service skills | Very high |
| | Internal customer service skills | Very high |
| Coordination | Time management - ability to handle multiple tasks simultaneously | High |
| | Organisational and planning skills and the ability to plan and prioritise work to meet deadlines | High |
| | The ability to triage, refer and consult as appropriate | High |

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| | Demonstrates attention to detail, accuracy and thoroughness in work produced | High |
| | Problem solving skills | High |
| | Document and electronic filing systems | Very high |
| | Project/Events management | Medium |
| Analytical | Synthesises complex or diverse information | Medium |
| Attitude and recommended characteristics | | |
| Attitude and recommended characteristics | Propensity towards internal and external customer service | Very high |
| | Propensity towards being organised | Very high |
| | Works well in a team environment | High |
| | Propensity towards multidisciplinary task role and is flexible | High |
| | Keeps focussed and organised under 'reasonable' pressure | High |
| | Reacts well under 'reasonable' pressure | High |
| | Demonstrates respect for internal and external stakeholders and upholds organisational values | Very high |
| | Maintains professionalism and a positive and courteous manner | Very high |
| | Demonstrates sound work ethic | Very high |
| | Is reliable and dependable | Very high |
| | Undertakes and participates in self-development activities | High |
| | Exhibits an affirmative approach to the requirements of the role and organisational activity | High |
| | Takes pride in presentation, quality and efficiency of work | Very high |
| Complexity | | |
| Complexity | Requires a high degree of customer service and organisational skills | Very high |
| | Performs a variety of tasks in a multidisciplinary environment | High |
| | Requires high level degree of judgment to perform a variety of job tasks that involve reference to multiple sets of standards and policies and confidentiality requirements | High |
| | Ability to cope with competing priorities and resources | High |
| Supervision | | |
| Supervision | Requires the ability to be self-directed and work in a team setting | Very high |
| | Has the ability to work unsupervised | Very high |
| Safety | | |
| Safety and Security | Observes safety and security procedures | High |
| | Observes the requirements under the Information Security Management System Charter and specific responsibilities | High |
| | Determines appropriate action when responding to safety and security matters | High |

4.2 Knowledge

Requires knowledge of Aboriginal and Torres Strait Islander Health and associated programs/policies with knowledge of the Australian General Practice Training program in NSW Aboriginal Community Controlled Health Services (will be provided as part of orientation and induction to the role).

A sound understanding and proficient knowledge of other relevant standards, legislation, policies and procedures when working in Aboriginal and Torres Strait Islander Health contexts.

4.3 Working conditions

- performing multidisciplinary job functions in a relatively stable work environment
- occasional disagreeable elements such as managing the coordination of competing tasks and priorities
- occasional travel.

4.4 Physical demands

Requires medium work demands of an office environment.

4.5 Communicates with

- Management
- NSW Aboriginal Community Controlled Health Service
- Medical educators
- GP Synergy staff
- Registrars, supervisors and practice staff
- External and internal clients and suppliers including external users of the premises
- Other industry stakeholders.

4.6 Scope of authority

Reports directly to the Aboriginal and Torres Strait Islander Cultural Education Unit Manger under the matrix reporting structure.

5 Qualifications

5.1 Education

- relevant qualifications or extensive experience an administration role.

5.2 Experience

- requires relevant and current experience in education and/or training environment.

5.3 Other qualifications/licences

- unrestricted motor vehicle licence.

6 Document Information

6.1 Source documents and cross references

GP Synergy Policies, Procedures and Employment Contract

6.2 Revision history

The following table shows the changes that have been made to this document.

| Reviewer | Date | Comments |
|----------|---------------|-------------------------------|
| DG | July 2016 | Developed |
| ADMIN | July 2017 | Update to Safety and Security |
| ADMIN | February 2018 | Updated and Reformatted |