

Position Description			
Name		Date	<i>July 2021</i>
Position Title	Administration Officer		
Department	Alcohol and Other Drugs (AOD) Residential Rehabilitation Service		
EBA / Award	Social, Community, Home Care and Disability Services Industry Award - SCHADS		
Classification	Level 2 Full time - 38 hours per week. Consideration given to job share. <i>Initial 6-month probationary review and then annual performance appraisal.</i>		
Primary Site	Wangaratta Residential Rehabilitation Service.		
Reporting to	Manager, Residential Rehabilitation Service		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	<ul style="list-style-type: none"> • Gateway Health staff members, including Quality and Risk/Compliance, Finance, People Working Well roles, Medical Practice and headspace. • Gateway Health staff. 		
Liaises with Externally	<p>This position may be expected to liaise with, though not limited to the following;</p> <ul style="list-style-type: none"> • Funding bodies, auspicing bodies and Government departments, including Department of Justice, Child Protection. • Odyssey House Victoria (OHV). • Health services, referring agencies and other key service providers. • Bushfire Community Recovery Hubs. • ACSO (Australian Community Support Organisation) Intake and Assessment Service. • Clients, family members and significant others. • Community members and organisations. 		
Program Information	<p>The Wangaratta Alcohol and Other Drug (AOD) Residential Rehabilitation Service is a new state-wide centre operated by Gateway Health (GH) in partnership with Odyssey House Victoria (OVH). The service is located at Greta Road, Wangaratta. The centre is a 30-bed facility providing a 'Therapeutic Community (TC)' residential AOD program for adults experiencing harm and significant problems relating to their AOD use.</p> <p>The model of care used in this Program is underpinned by the Victorian Department of Health AOD Treatment Principles which have as their foundation a philosophy of harm reduction and recovery orientation.</p> <p>This program objectives are:</p> <ul style="list-style-type: none"> • Ensure capability and capacity to deliver a sustainable high-quality service • Provide guiding principles that aim to achieve the best possible health outcomes for people who use AOD services at Gateway Health • Provide a model for AOD staff that supports best practice and informs expectations for the treatment/management of people with substance use concerns 		

	<ul style="list-style-type: none"> • Monitor new developments in AOD treatments to be informed by evidence and guided by models of good practice. • Ensure services are underpinned by the Victorian AOD Treatment Principles and those of a Therapeutic Community (TC). • Enhanced service development, evaluation and review.
<p>Purpose of the role</p>	<p>The Administration Officer is responsible for administrative support to the Wangaratta Residential Rehabilitation program and related organisational processes. Working under general guidance within clearly defined guidelines and undertaking a range of activities within the established routines, methods, and procedures of the Therapeutic Community model.</p> <p>The key purpose of the position is to complement program delivery by providing timely organisational support functions in client account management, finance and data entry, accounts receivable and payable functions, and administrative and operational support to complement program delivery.</p>

<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.

Key Responsibilities & Accountabilities

Role Specific

Responsible for a range of administrative and operational activities requiring the application of established work procedures, and exercising basic initiative and/or judgment within clearly established procedures, including:

Client/Agency Liaison

- Establish payment arrangements with clients upon admission into the program, collect payments and keep accurate and up to date records of client contributions to treatment.
- Liaise with residents and process Centrelink documentation on behalf of residents, provide assistance where information is incomplete.
- Process all resident related Centrelink documentation and ensure lodgement in a timely manner.
- Assist residents admitted from custody in ensuring they are registered for payments, including any eligible crisis payments.
- Liaise with Centrelink and other relevant agencies in respect of resident fees or payments.
- Keep abreast of changes in protocols/procedures within Centrelink and other agencies where payment is received for client stays (eg: TAC, Workcover and State Trustees).
- Attend on/offsite meetings with residents in sphere of work as relevant.

Client Account Reconciliation and Record Keeping

- Monitor resident related payments ensuring correct payments are received, responding to matters or anomalies as relevant;
- Ensure timely and accurate record keeping of resident related payments and expenditure
- Reconcile resident accounts upon resident exit and organise payment as required;
- Reimburse any Family Tax Benefits to residents as relevant;
- Receive and respond to internal and external enquiries regarding resident payments;
- Maintain relevant tracking tools and systems to respond to requests for reports as relevant;
- Ensure that the distribution of data is in keeping with OHV and agency confidentiality protocols.

Finance

- Perform accounts receivable and payable functions ensuring timely collection, preparation and dissemination and recording of documentation consistent with organisational guidelines
- Maintain relevant financial reporting forms, tracking tools, systems and processes
- Reconcile and maintain petty cash, Cab charge vouchers and other floats;
- Record, track and reconcile resident proposal monies, resident rental payments, prepare rental agreements, and follow up with residents as required;
- Undertake banking requirements including deposits and withdrawals; and
- Liaise with suppliers, residents and staff in relation accounts as pertinent

Administration

- Respond to telephone enquiries, liaising with relevant stakeholders to ensure the smooth operation of the office, including communication providers, maintenance personnel and suppliers.
- Monitor and order stores, office supplies and amenities as required.
- Co-ordinate the collection, distribution, processing and recording of correspondence.
- Maintain standards of consistency of formatting in documentation and correspondence, consistent with the organisational quality system.

- Assist in the development and implementation of policies and procedures for the effective management of administrative functions.

Vehicles

- Ensure any program fleet vehicles are maintained in good condition, liaising with Head Office in ensuring insurances, leases, maintenance agreements are current.
- Reconcile and record all vehicle related fines, incident reports, logs and maintenance records.
- Develop and maintain easy to understand checklists for resident use in vehicle maintenance.

Quality

- Participate in the ongoing development and implementation of quality assurance systems and processes that enable a culture of continuous improvement
- Ensure compliance with all relevant legislative and statutory requirements.
- Actively use and promote the Business Management System (BMS) and Quality assurance standards and practices in day to day work activity. Model appropriate behaviours and boundaries with staff and residents in all interactions
- Model appropriate workplace health and safety practices to staff and residents and contribute to the development of a safe working environment and
- Participate and support reviews of standards in the TC including “Community of Community” reviews.

Other

- Support the functioning and integrity of the program by assisting other staff with taking residents to appointments, administering medication, acting as an observer in therapeutic interventions.
- Become familiar with the workings of the TC and participate in program activity as a member of the therapeutic community.
- Assist in the supervision and collection of urine samples from clients on a rostered basis.
- Participate in ongoing professional development programs and activities and
- Undertake other duties as directed by the Program Manager.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the AOD team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Work within the risk Management framework by identifying and responding to existing and emerging risk in a proactive manner to minimise the impact of risk to clients, yourself, others and the organisation.
- Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines.
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public.
- Actively contribute to quality improvement initiatives and other program activities to meet the standards set by the Quality Improvement Council.
- Contribute to organisational quality and safety initiatives
- Comply with requirements of the Service Standards applicable to service delivery and all other relevant standards, regulations and legislative requirements

- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.
- Promote Gateway Health as a quality service provider and represent the organisation as a leader in its field in relevant industry and sector forums as required.
- Demonstrate culturally competent interactions with Aboriginal people. Gateway Health requires all staff to provide a holistic and inclusive approach to the health needs and rights of Aboriginal people.
- Demonstrate sensitivity, empathy and respect for the diversity of customs, values and spiritual beliefs of others at all times – members of the community, clients and colleagues.
- Where relevant collaborate with clients and the community in the development, implementation and review of service planning, policies and quality improvement activities

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Diploma in Business Administration or equivalent experience working in accounts role.
3. Demonstrated knowledge and experience in office administration, including accounts payable and receivable functions, record keeping methods and administrative procedures, confidentiality and privacy protocols.
4. Strong organisation and time management skills.
5. Highly developed communication skills (both verbal and written) with a consultative approach to addressing issues.
6. An ability and willingness to contribute and work effectively in a team environment, including being open to giving and receiving feedback.
7. Confident, friendly and well-developed customer service skills, including ability to relate and respond to challenging people and situations.
8. Ability to take initiative and work independently responding to changing needs both within an organisation and also the community.

Mandatory Requirements

9. Empathy for those whose lives have been affected by problematic alcohol and other drug use / and or mental health disorders.
10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check and Victorian Working with Children Checks must be provided prior to commencement.
12. Information technology skills, including proficiency in Microsoft Office suite.

Desirable Requirements

13. Previous experience working within a Therapeutic Community or Residential Care setting.
14. Current First Aid Certificate including CPR.

***Appendix A**

AOD Competencies

Ongoing training requirements and the attainment of AOD competencies relevant to the position will be determined with the manager. Where determined as necessary to the role, GH will invest in the person's professional development.

The essential competencies are:

- CHCAOD001 - Work in the AOD sector
- CHCAOD004 - Assess needs of clients with AOD issues
- CHCAOD006 - Provide interventions for people with AOD issues
- CHCAOD009- Develop and review individual AOD treatment plans

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).

- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____
