



Position Description

Position Title	Administration Officer (Alcohol and Other Drugs and Mental Health Partnership)
Division / Team	Client Services
Reports to	Manager Alcohol and Other Drug and Mental Health Partnership
Agreement / Award	Victorian Stand-Alone Community Health Services (Health & Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022
Classification	Dependent on qualifications
EFT / Term	Part Time – Full Time (0.8 – 1.0 EFT)/ Fixed Term until 30 th June 2026
Work Location	As per contract of employment
Date Approved	January 2023

About Ballarat Community Health

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Our Purpose

Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles

A driven desire to maximise impact and be sustainable.

Values

Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement

Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary

BCH have an exciting opportunity to extend our provision of community alcohol and other drugs and mental health services. This new program will enhance our established services and respond to the Mental Health Royal Commission recommendations regarding integrated care.

BCH is the lead agency for the Regional Care Partnership (RCP) – Alcohol and Other Drugs (AOD) and Mental Health (MH) program. This is a partnership led service delivery model intended to address co-occurring and independent AOD and MH support needs across western Victoria.

The Administration Officer will provide essential support to a dynamic, multi-disciplinary team by helping to ensure effective communication, documentation and accountability. The role is to enhance and assist the team to provide the services needed in the most effective way.

As the Administration Officer within the RCP AOD & MH team, you will provide a range of services to facilitate effective and efficient service delivery across the partnership. This includes utilising your exceptional administration and organisational skills to support the Manager and the broader team following policies, procedures and funding guidelines. This will include establishing effective administration and communication processes across the partnership.

Principal Areas of Responsibility

As a part of the RCP – AOD / MH Team the administrator will work closely with the Manager and the team to support program functions including:

- Creation of agenda, minute-taking and scheduling of meetings for external Governance Groups chaired by BCH
- Liaise with members of the partnership on behalf of the Manager, draft and prepare correspondence as required
- Assist with the production of statistical and demographic reports generated from the client information management system as required
- Ensure all documents are appropriately stored, circulated and navigable, including plans, policies and procedures, contracts and sub-contracts; agendas and minutes, reports, all correspondence (including email)
- Schedule staff supervision and PDP meetings
- Assist with training and event scheduling
- Ensure client files are created and maintained in accordance with BCH procedures and accreditation standards
- Develop and maintain internal processes for the team to ensure communication, record-keeping and efficiency of operations within the program
- Ensure website is reflective of accurate program and service information
- Other relevant administrative duties as requested.
- Relieve and assist CSOs when appropriate, which may include front of house

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board
- Continuing education to keep abreast of changes

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times

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- Maintain relevant professional registration
 - Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
 - Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
 - Participate in compulsory BCH training programs
 - Ensure that client and staff confidentiality is respected and upheld at all times
 - Attend and actively participate in meetings as required
 - Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
 - Participate in performance development plans and supervision
 - Participate in the organisation's continuous quality improvement programs and activities
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**Qualification and
Immunisation
requirements**

- Certificate or Diploma in Business Administration will be well regarded but not essential
 - Covid 19 Vaccination and Boosters as required
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**Key Selection
Criteria**

1. Experience:

- Previous experience in a health administration role is highly regarded
- Prior experience working with people with complex and varying needs and diverse backgrounds
- Experience working within a multidisciplinary team

2. Interpersonal Skills:

- Display and evidence of highly motivated work ethic
- Excellent standard of organisational skills, reliability, punctuality, and work culture.
- Excellent oral communication
- Be the vital component of a highly functioning team
- Ability to work independently, whilst providing support for a busy team.

3. Written Communication:

- Effective written communication skills which are clear and concise
- Higher than average accuracy regarding minute taking, external and internal emails or documents
- Experience preparing meeting papers and written reports, in both a timely and accurate way

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs
- Familiarity with medical and client database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines
- Ability to use initiative to solve problems
- Effective communication skills across all levels of organisational structures
- Ability to work independently, along with other administration team members, including relieving others tasks as or if needed

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
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**Conditions of
Employment and
other relevant
information**

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation.
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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