

# Position Description



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**Position Title:** Admin Support Officer

**Reports to:** Quality and Administration Coordinator

**Classification:** Aboriginal Community controlled Health Services Award 2010

**Tenure/Hours of Work:** Full Time 1.0FTE

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## Background

Kirrae Health Service Inc services were established in 1970's. Kirrae provides a range of health services, home and community care and centre based activities and programs to members of our community who live at the Framlingham Aboriginal Settlement and in neighbouring areas including Warrnambool, Koroit, Yambuk, Allansford, Princetown and Bushfield.

## Our Vision

That we continue to support families as our core cultural base, celebrating our strong family links, gaining cultural, social, emotional and economic well-being within our family units as this will support us to grow as individuals within a strong community.

## Mission Statement

The Kirrae Health Service Inc. exists in order to service the physical, mental and emotional health needs of the Framlingham Aboriginal Community in a manner that is effective, culturally sensitive and acceptable to the community.

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## 1. Main Objectives of This Role

To provide ongoing administrative support and coordination to the HACC and Elder Care Support team and SEWB programs to ensure quality data and reporting, and activity support.

## 2. Job functions and responsibilities:

- Liaise with members of the HACC and Elder Care Support and SEWB teams
- Help to coordinate meetings and events
- Data entry into our patient record information system
- Reporting for funding bodies
- Preparing project reports
- Create promotional materials within Canva and liaise with printers
- Work with the team to help create other promotional campaigns as required including bus advertising and radio campaigns
- Organise travel requirements

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- Ensure HACC and Elder Care Support referrals are received, logged and passed on
- Program social media needs
- Arrange excursions
- Client reminders
- Assist with events and expos
- Feedback collection and collation
- Support coordinators of activity groups such as Women's Group - Pineitch Tannumbor (Strong Women) and Little Sista's with activity research, bookings, social media, data entry, feedback collation
- Other tasks as designated by the Quality and Administration Coordinator

### 3. Continuous Quality Improvement

- Participate in and contribute to continuous quality improvement initiatives and other organisational activities to meet Quality Improvement Council Standards.
- Work in conjunction with the Quality and Administration Coordinator to meet all Risk Assessment and QIC Accreditation criteria.
- Play an active role in the KHS Risk Management Framework.

### 4. Workplace Occupational Health & Safety (OH&S)

- Comply with occupational health and safety policies and procedures
- Report potential health and safety hazards and risks
- Comply with workplace housekeeping requirements and maintain work space in a clean and tidy state
- Comply with Infection Control Policies and Procedures
- Participate in monitoring and assessing risk to clients and staff

### 5. Key Performance Indicators

- Tasks completed in an accurate and timely manner
- Reports to funding bodies are accurate and submitted on time
- Team feedback reflects good support provided
- Interactions with clients are kind, care and respectful of each client's identity, culture and diversity

### 6. Reporting and Relationships

#### Internal

- This position reports to the Quality and Administration Coordinator

#### External

- Community members

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### 7. Professional Development

- Participate in meetings, training, supervision and in-service education authorised by the Quality and Administration Coordinator or Practice Manager
- Participate in ongoing work plan reviews/performance appraisals.

### 8. Minimum Qualifications/ Skills Required

- Certificate III in relevant field or experience in a similar role
- Current driver's licence
- Excellent computer skills
- Excellent planning and organisational skills
- Ability to communicate effectively and sensitively with clients and staff
- Ability to work autonomously, exhibit a high level of initiative, and exercise tact and diplomacy as required
- Ability to work collaboratively as a member of a diverse team
- Ability to keep clear and concise records
- Ability to analyse issues/problems and propose solutions
- Knowledge of Aboriginal health and social issues

#### EXPERIENCE:

- Working in an eclectic office environment of competing priorities
- Professional telephone communication and customer service experience
- Working with Aboriginal people and Aboriginal communities desirable but not mandatory
- Lived experience relevant to the role

#### KNOWLEDGE:

- Understanding and knowledge of the principles and practices of Workplace Participation, Workplace Diversity and Occupational Health & Safety
- Business Administration procedures

#### ATTITUDE:

- Appreciate, respect and value differences within the Kirrae Health Service staff
- Contribute to and support positive staff morale
- Show sensitivity to the needs of community clients
- Promote and present a positive image of Kirrae Health Service to other staff, clients and the community in general
- Promote a culture of Continuous Improvement

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### Other

Employment is subject to a satisfactory Police Check and Working with Children's Check.

Kirrae Health Service is committed to the health, safety and wellbeing of its staff. Kirrae Health Service and its staff must comply with statutory requirements, including but not limited to, equal opportunity, occupational health and safety, privacy and trade practice. Kirrae Health Service expects staff to comply with all of our policies and procedures and be actively involved in the reviewing and developing of these.

I have read and understood the requirements of this role, as outlined in this Position Description.

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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