



## Albury Wodonga Aboriginal Health Service Ltd

ABN: 84286953178  
Phone: (02) 6040 1200 Fax: (02) 6040 1222  
Toll Free: 1800 421 640

664 Daniel Street Glenroy 2640  
(PO Box 3040, Albury, NSW, 2640)  
Level 4 111- 113 Hume Street, Wodonga, VIC, 3690  
86-90 Rowan Street, Wangaratta, VIC, 3677

# POSITION DESCRIPTION

<b>Position Title :</b>	<b>OFFICE MANAGER</b>
<b>Reports To:</b>	<b>Chief Executive Officer</b>
<b>Employment:</b>	<b>As per employment contract</b>
<b>Award:</b>	<b>National Employment Standards</b>
<b>Salary:</b>	<b>As per employment contract</b>

<b><i>Position Approval</i></b>	
Updated: 25/9/2020	Approved: David Noonan
Last updated: <i>new role</i>	Date: 29/9/2020

## ORGANISATION

Albury Wodonga Aboriginal Health Service Inc. (AWAHS) is an Aboriginal Community Controlled Health Organisation. AWAHS provides first class Primary Health Care Services to the Aboriginal community who reside in Albury / Wodonga and surrounding areas. As a Bulk Billing Health Service there is no charge to our clients for the medical services provided.

## VISION STATEMENT

To provide comprehensive quality health and family services based on respect for Aboriginal Culture.

## POSITION PURPOSE

The core purpose of this role is to provide access to the service for all clients and the provision of exceptional confidential standard of service delivery to patients.

This senior management position is responsible for the management of the day to day operations of the reception/ administration & transport department and to provide direct management, training and supervision of the staff therein.

## RELATIONSHIPS

### ***Supervision***

The position reports directly to the CEO

### ***Internal***

The Office Manager is part of the senior management team, manages the medical reception administration officers and transport workers and works with all team members of AWAHS.

### **External**

The Office Manager will engage with a range of external stakeholders including other Aboriginal organisations, it will include networking to promote AWAHS in the community and to access information and processes in the pursuit of best practice.

### **DUTIES OF THE POSITION**

Duties and responsibilities of the role include:

#### **Management/ Human Resources**

- Manage and staff within area responsibility
- Ensure staff are appropriately trained for the role
- Review, establish and implement 'best practice' principles and practice.
- Ensure you and your staff work within relevant policy and operational guidelines.
- Coordinate training and development as authorised
- Communication of accurate reports to Senior Management and Board on a regular basis, for both transport and administration.

#### **Reception/ Administration/ Transport services**

- Manage staffing levels to ensure quality customer service
- Provision of quality customer service by department
- Training of staff to ensure compliance to corporate and statutory requirements
- Ensure that Communicare is updated on a regular basis with Medicare changes to ensure billing is always accurately billed
- Ensure private billing is up to date and accurate
- Ensure quality service to all stakeholders

#### **Fleet vehicles**

- Manage fleet maintenance, which includes monthly audits of all pool vehicles
- Ensure documentation is undertaken by users e.g. log book, incidents, issues etc.
- Ensure the fleet are serviced as per the vehicle recommendations

#### **Equipment / Stationary**

- Coordinate stationary supplies for the organisation including distribution

#### **Department planning & reporting**

- Provide monthly reports to the CEO.
- Actively involved in the planning, needs assessment, development and operational management of the service.
- Contribute to the strategic planning of the organisation
- Actively involved in the update of relevant Policies and Procedures to accreditation standards

#### **Administration & documentation**

- Ensure all documentation including reports are accurate and completed in a professional and timely manner.
- Required internal and external reporting and documentation meets statutory and regulatory requirements
- Utilise computer systems including Titanium, HR3, Communicare, Logiqc etc. to ensure best practice

**Professional**

- Accept personal responsibility and be accountable for professional practice
- Continue to develop professionally and personally to meet the changing needs of the position and the organisation, or as directed by management.
- Maintain confidentiality.
- Time management to ensure tasks are completed and deadlines are met
- Maintain up to date knowledge of Workplace, Health and Safety, anti-discrimination and equal employment opportunity and other relevant legislation.
- Participate in performance appraisal and supervision processes.
- Contribute to the development and maintenance of a supportive environment within the team.
- Maintain currency of and work within the organisation’s policies and procedures.

**ORGANISATION CHART**

Refer to attached AWHS Organisational Chart.

**SELECTION CRITERIA**

- Qualifications and/ or extensive experience relevant to the role
- Management experience in a health or medical environment an advantage
- Proven successful staff management experience
- Ability to communicate effectively with the local Aboriginal community in a non-discriminative and professional manner
- Excellent interpersonal and time management skills and the highest standards of personal integrity
- Advanced computer skills preferably with medical administration programs experience
- Current Drivers Licence

**Employment Prerequisites:**

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Completed and appropriate for employment Health Declaration Form

**DECLARATION**

*I acknowledge that I have read this Position Description, understood its contents and agree to work in accordance with the requirements of the position. I also understand and accept that I must comply with the organisation’s policies and procedures including Confidentiality and Code of Ethics during and beyond my employment with Albury Wodonga Aboriginal Health Service Inc.*

.....  
Name:

.....  
Signature:

.....  
Date: