



## Albury Wodonga Aboriginal Health Service Ltd

# POSITION DESCRIPTION

<b>Position Title :</b>	<b>Executive Assistant Administration Trainee</b>
<b>Reports To:</b>	<b>Office Manager</b>
<b>Employment:</b>	<b>As per employment contract</b>
<b>Award :</b>	<b>Aboriginal Controlled Community Health Services Award</b>
<b>Salary:</b>	<b>As per employment contract</b>

**This is an identified Aboriginal/Torres Strait Islander Position**

<b>Position Approval</b> New role: 21/06/2021	Approved: David Noonan Date: 22/06/2021
--------------------------------------------------	--------------------------------------------

### **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 and health services provided.

### **VISION STATEMENT**

We support the Aboriginal community towards a better tomorrow. Our focus is to work alongside you to create generational health change.

### **POSITION PURPOSE**

The Executive Assistant Administration Trainee will assist with the provision of a professional administration and support service to the Clinic and Program Managers.

Working alongside the senior management team, this role will provide a working environment for the trainee's skills development whilst completing an online twelve-month Executive Assistant Program, with progression towards a twelve-month Certificate III in Business Administration. Both courses are designed in preparing graduates with the skills and knowledge to provide senior management support.

### **RELATIONSHIPS**

#### **Supervision**

The position reports directly to the office manager.

### **Internal**

The trainee will work collaboratively with senior management and all other team members of AWAHS.

### **External**

The trainee will engage with and collaborate with AWAHS clients, other Aboriginal Organisations, Government bodies and key stakeholders.

## **DUTIES OF THE POSITION**

### **Administrative operations**

- Assist with maintaining management appointment booking system.
- Ensure telephone, computer and administrative duties are carried out promptly, accurately, courteous and provide respectful customer service to all stakeholders relevant to the role.
- Assist in providing secretarial services including word processing, filing, mail collection and distribution and photocopying.
- Attend meetings and take notes as required.
- Maintain a clean and tidy work area to ensure a safe and healthy workplace.
- Practise Cultural Safety
- Understand and assist in the promotion and provision of a holistic approach to customer service which focuses on the needs of the client and their families.
- Work with staff to ensure high quality, efficient and effective customer service.
- Listen and respond appropriately to directions given.
- Actively seek and participate in training opportunities as appropriate.
- Ensure records are documented accurately and no breach of confidentiality occurs.
- Maintain a professional approach to work through the provision of quality client care.
- Assist the team to provide health education and promotion as required.
- Any other duties appropriate to the position
- Additional duties as directed by your manager/ mentee.

### **Traineeship responsibilities**

- Undertake and successfully complete in a timely manner all modules for the Executive Assistant Program delivered through Australian Online Courses.
- Undertake and successfully complete in a timely manner all modules, both workplace based and academic of the Certificate III in Business administration.
- Attend all offsite requirements for training as required and undertake online training required by your Registered Training Organisation (RTO) and AWAHS.
- Complete all required training tasks within the time frame allocated in the traineeship agreement with the RTO and AWAHS.
- Undertake cultural learning and strengthening of cultural identity through appropriate internal and external training opportunities.

### **Administrative**

- Maintain accurate client and program records, and statistics as required.
- Submission of reports and documents within required timeframes or as requested.
- Participate in research activities including the compilation of daily and monthly statistics on the services provided as required.
- Participate in the ongoing development, implementation, and review of policies as required.

**Professional**

- Maintain confidentiality.
- Accept personal responsibility and be accountable for professional practice.
- Participate in performance appraisal and mentoring processes.
- Maintain professional skills and knowledge via appropriate staff development activities.
- Demonstrate excellent communication skills in recording and reporting information to the multidisciplinary team.
- Actively uphold the AWAHS philosophy, policies and procedures.
- Contribute to the development and maintenance of a supportive environment within the team.
- Participate in the evaluation of the program's services and group activities.
- Work in accordance with the EEO, OH&S, Code of Conduct and safe working practices, policies and procedures of the Albury Wodonga Aboriginal Health Service.
- Participate in quality improvement activities.
- Work as part of a team and actively participate in staff meetings.

**ORGANISATION CHART**

Refer to the Organisational Chart on the AWAHS website.

**SELECTION CRITERIA**

- An interest in medical or business administration
- Demonstrated high level of written, verbal and interpersonal communication skills.
- Computer literacy in word processing, spreadsheets and email.
- Demonstrated ability to take direction.
- Excellent time management and organisational skills, with attention to detail.
- Ability to multitask and prioritise tasks.
- Current Drivers Licence

**EMPLOYMENT PREREQUISITES**

- Current and clear Criminal Record Check
- Current and clear Working with Children Check
- Complete and appropriate for role Health Declaration Form
- This is an identified Aboriginal/Torres Strait Islander Position. Proof of Aboriginality is a legitimate requirement. Exemption is claimed under Section 14 of the Antidiscrimination Act.

**DECLARATION**

*I acknowledge that I have read the 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 Ltd.*

Name .....

Signature ..... Date .....