



Position Description

HUB Administration / Reception Officer

Aboriginal Children's Therapy / Aboriginal Family
Partnership Teams

Dubbo | September 2023



POSITION TITLE

Administration / Reception Officer
Wellington Aboriginal Corporation Health Service

LOCATION

Wellington – various locations

POSITION DESCRIPTION

The Administration Officer works as part of a multi-disciplinary team (Allied Health professionals) to support the allied health professionals in the provision of services for the Dubbo Aboriginal children and their families, referred to the Aboriginal Children's Therapy Team/ ANFPP service in Dubbo.

The Administration Officer reports to the Team Leaders ACTT and ANFPP.

KEY RESPONSIBILITIES OF THIS ROLE

- To keep client records and statistics as required and ensure these are correct and accurate
- Assist with and/or complete the following administrative duties as required:
 - Communication i.e. phone, fax, email
 - Create client files and records
 - Filing
- Perform general clerical functions such as sorting and distributing mail, typing material from types or handwritten copy
- Resource track and record
- Welcome clients and notify clinicians of client's arrival
- Answer internal and external telephone calls
- Assist with customer and staff enquiries
- Ensure reception area is professionally maintained, brochures up to date and presented in accordance with marketing program
- Monitor organisational events
- Assist with filing system including registration and scanning of documents and setting up new physical files
- Sort, register and coordinate distribution of incoming and outgoing mail
- Minutes of weekly team meetings
- Monitoring of clients attendance
- Coordinate reminder calls
- Processing of new referrals
- Coordinate client lists for quarterly planning meetings
- Staff reminders for completion of monthly stats
- Sort and scan invoices to Finance for payment
- Enter clients into electronic database
- Create client files, admin files, archive files and records

- Admin and submission of car running sheets
- Compile a resource inventory
- Attend all required meetings as directed
- Participate in accreditation activities
- Participate in data collection requirements, research and evaluation as required by WACHS
- Perform other work as required or assigned by the ACTT Team Leader
- Maintain confidentiality
- Liaise with a variety of allied Government and Non-Government agencies and organisations in a manner that assists and supports the ACTT service model. For example schools and preschools
- Demonstrated knowledge and understanding of respect for and compliance with culturally appropriate ways of working with Aboriginal individuals, families and communities

SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Demonstrated skills and experience in Office Administration / Reception duties
- Demonstrated organisational and written time management skills
- Demonstrated written and verbal communication skills
- Knowledge and skills in Microsoft package software
- The demonstrated ability to work independently and as part of a multi-skilled team
- Knowledge and understanding of the issues that impact Aboriginal people and Aboriginal communities
- Working with Children and Criminal Record check clearances and a current NSW Drivers Licence.
- Aboriginality

Desirable Criteria

- Certificate IV in Business Administration
- Understanding of issues facing Aboriginal families in an urban environment
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Note: Aboriginality is a genuine occupational qualification for the above position and is authorized under Section 14D of the Anti-Discrimination Act 1977 No. 48

WHO WE ARE

Wellington Aboriginal Corporation Health Service (WACHS) aims to empower targeted Aboriginal and Torres Strait Islander people to take control of their individual, family and community health and wellbeing needs through the community-controlled model. Our main services are located in Wellington, Dubbo, Moree, Western Sydney, Penrith, Nepean Blue Mountains, and we provide outreach services to other towns and communities through our regional programs.

We are an Aboriginal Community Controlled Health Service offering Primary Health Care Services and an Integrated Care program, as well as a number of specialist clinical staff and AHW's, a Specialist Programs Unit incorporating Social & Emotional Wellbeing, Child & Family Support, Drug & Alcohol, Aboriginal Family Health, Aboriginal Local Support, a Healthy for Life (H4L) Program, Maternal & Child Health Worker, Aboriginal Health Workers, Youth Health Worker and Dietitian targeting Maternal & Child Health and Chronic Diseases, regional programs including Australian Nurse Family Partnership Program, Aboriginal Children's Therapy Team, Tackling Indigenous Smoking Program. Our staff are supported by an Executive Management Team located across our service areas.

www.wachs.net.au