



APPLICATION PACKAGE

**RECEPTIONIST / ADMINISTRATION
DOWN SOUTH ABORIGINAL HEALTH**

March 2018

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ABOUT GP down south

GP down south is a not for profit, community organisation providing health and well being services throughout the Peel and South West regions of Western Australia. We have offices in Mandurah, Harvey, Eaton, Busselton, Manjimup and Collie.

More information about GP down south can be found on our website
www.gpdownsouth.com.au

APPLYING FOR THE POSITION

Thank you for your interest in applying for this position. The following information is to help you to prepare your application.

Eligibility

To be considered for the position, you need to show that you meet all the essential criteria. Before preparing your application, check the essential criteria described in the application package to make sure you are eligible to apply. If you have any questions about the criteria, give us a call.

Preparing Your Application

Once you are sure you have met all the essential selection criteria your next step is to prepare your application.

1. Covering Letter

Your covering letter should include details of the position you are applying for, together with any relevant information on your availability for an interview and advice regarding how we may contact you during office hours.

2. Resume/Curriculum Vitae

- Brief personal details – Name, Address, Phone Number etc.
- Provide a brief outline of your relevant work history beginning with your most recent position. Include starting and finishing dates, your position, and the types of tasks that were required in each job.
- Your education and training achievements. Include any that you are presently undertaking.

3. Addressing the Selection Criteria

When preparing your responses to the selection criteria we want you to demonstrate how your skills, training and experience show that you meet all the essential selection criteria. This should be limited to **three** A4 pages, no more.

4. Referees

- We want you to provide two referees who will comment on your previous experience, skills and knowledge in support of your application.



- Provide the names of your referees, their relationship to you (i.e. Manager, previous work colleague), work addresses and business hours phone number.
- Please let us know if you do not initially wish us to contact your current work place.

5. General Information

- Typed applications are preferred.
- Include only information that is relevant to the position you are applying for.
- Please do not use cardboard or plastic covers if mailing your application as your application may need to be photocopied.
- Emailed applications are encouraged.

6. Lodging your application

- Applications must arrive by post, hand delivery or email by 4.30pm on Friday 16 March 2018.

7. Privacy

Applications will be kept securely in accordance with our Privacy Policy. Applications from unsuccessful candidates will be kept for a period of 3 months after which time the information will be deleted in relation to electronic files and shredded for paper copies.

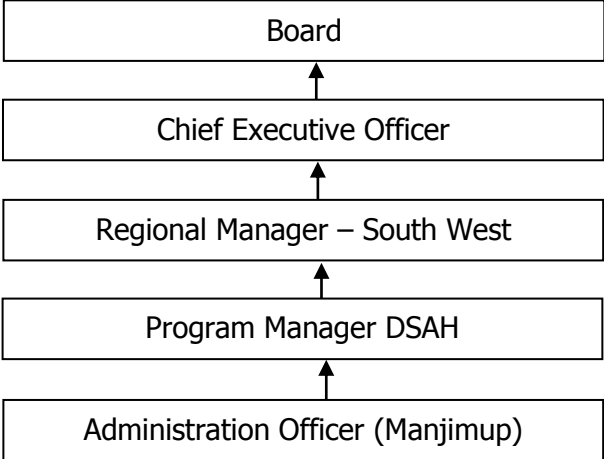
Address your application to:

Attention: Sharron Kamp
HR Officer
"Private and Confidential"
GP down south
PO Box 3156
Mandurah East WA 6210

Email: sharronk@gpdownsouth.com.au

For further information please call Annette Lawrence on 08 9771 2260

POSITION DESCRIPTION

Position Title	Administration Officer (Manjimup)
Reporting Structure	 <pre> graph BT A[Administration Officer (Manjimup)] --> B[Program Manager DSAH] B --> C[Regional Manager – South West] C --> D[Chief Executive Officer] D --> E[Board] </pre>
Location	DSAHA Office, Manjimup
Position Term	<input checked="" type="checkbox"/> Fixed term contract Commencement Date: Immediate Expiry Date: 30 June 2018
Salary Range	A salary of \$44,323.50 per annum (for a full time equivalent) is offered dependent upon previous experience and qualifications, plus salary packaging options and statutory rate of superannuation.
Hours per fortnight	30 hrs (with the possibility of an additional 30 hours to 30/6/18)
FTE for this position	0.80 FTE (total)
Pre-requisites for this position (where applicable)	<ul style="list-style-type: none"> • Current Western Australian Drivers Licence • National Police Clearance • Working with Children Check
Key	Reception <ul style="list-style-type: none"> • Provide front desk reception services to all people entering the DSAHA Office in Manjimup.



Responsibilities	<ul style="list-style-type: none"> • Answer phone calls to ensure all contacts and queries are dealt with in a timely and professional manner. <p>Correspondence</p> <ul style="list-style-type: none"> • Deal with incoming and outgoing daily mail. • Manage all incoming and outgoing faxes. <p>Filing</p> <ul style="list-style-type: none"> • Maintain the filing system. <p>Office Supplies</p> <ul style="list-style-type: none"> • Maintain adequate supplies of all general office and kitchen consumables. • Maintain adequate supplies of stationery and routine printing items. • Maintaining the overall organisation of the office and kitchen including regular tidying of cupboards, defrosting of fridge and disposal/archiving of out of date items. <p>Petty Cash</p> <ul style="list-style-type: none"> • Maintain and reconcile the petty cash and ensure petty cash is available. <p>Equipment Maintenance</p> <ul style="list-style-type: none"> • Arrange routine maintenance and repair of DSAH buildings, vehicles and equipment <p>General Support</p> <p>Provide support to Program Manager DSAH, Aboriginal Health Workers, Care Coordinator, and other DSAH staff at the Manjimup Office by:</p> <ul style="list-style-type: none"> • Arranging functions as requested, including booking venues and organising catering, setting up and administration following function • Assisting with the design and preparation of reports, newsletters, facts outs, flyers and other promotional materials • Assisting with photocopying as requested • Assisting with travel and accommodation requirements • Assisting with data entry • Preparing agendas and taking minutes of meetings • Maintaining the overall organisation of the office and kitchen including regular tidying of the cupboards, defrosting the fridge and disposal /archiving of out of date items. <p>Occupational Health and Safety</p> <ul style="list-style-type: none"> • To be the fire warden for the DSAH Manjimup Office. • To undertake OSH checks as required. <p>Transport</p> <p>Working in collaboration with the Transport Officer:</p> <ul style="list-style-type: none"> • Be responsible for the booking and provision of punctual and reliable transport to support members of the Manjimup Aboriginal community in attending appointments at health facilities within Manjimup. • Work with the Aboriginal Health Workers (Manjimup) and community members to promote an understanding of the parameters within which
Key Responsibilities	



	<p>transport services will be made available in accordance with the DSAH transport policy.</p> <ul style="list-style-type: none"> • Liaise with DSAH Care Coordinator and AHWs to arrange transport, and if necessary accommodation, for clients where their travel requirements are outside the parameters of the DSAH transport policy. Assisting with client transports with chronic disease as required. • Work with the local Aboriginal community to improve access to DSAH and other health related services. • Maintain records as agreed with the Program Manager (DSAH), including but not limited to: log books; transport records; and vehicle maintenance. • Ensure health and safety and vehicle legislative standards are maintained when transporting clients, including the use of appropriate restraints for passengers e.g. seat belts and child seats. <p>Other</p> <ul style="list-style-type: none"> • Attendance at all required meetings including DSAH meetings. • Undertake training and development as required.
<p>Additional Responsibilities (as appropriate)</p>	<p>Planning</p> <ul style="list-style-type: none"> • Participate proactively in GP down south’s strategic and annual planning processes • Participate in relevant data gathering processes as required for long term planning <p>Service Delivery</p> <ul style="list-style-type: none"> • Provide all service delivery in accordance with relevant program guidelines, plans and contractual / statutory requirements • Maintain service delivery records to allow for appropriate knowledge management and information sharing within the organisation • Deliver services and contribute to GP down south programs and activities in a timely and efficient manner <p>Reporting / Evaluation</p> <ul style="list-style-type: none"> • Comply with all relevant reporting requirements • Maintain up to date records, in accordance with portfolios / key responsibilities. • Contribute to data collection and program / activity review processes <p>Team Work and Communication</p> <ul style="list-style-type: none"> • Work as part of a team in a constructive and harmonious manner • Attend staff meetings, planning days and other meetings as requested • Contribute skills and knowledge to the organisation as appropriate • Represent GP down south professionally, through appropriate networks, and to other organisations and the community <p>Mental Health and Wellbeing</p> <ul style="list-style-type: none"> • Take reasonable care of your own mental health and wellbeing, including physical health • Take reasonable care that your actions do not adversely affect the mental health and safety of others in the workplace • Educating yourself about mental health • Supporting initiatives aimed at improving mental health in the workplace



	<p>Quality</p> <ul style="list-style-type: none">• Comply with the Quality Management System.• Actively participate in continuous improvement. <p>Compliance</p> <ul style="list-style-type: none">• Comply with all contractual, statutory and organisational obligations, deliverables and / or performance indicators as relevant to your portfolios / key responsibilities. <p>Other:</p> <ul style="list-style-type: none">• Undertake any other duties as reasonably directed by your Manager or CEO
Superannuation	Prevailing statutory rate on top of salary.
Salary Packaging	GP down south is classified as a Health Promotion Charity by the Australian Taxation Office. Fringe Benefits Tax (FBT) exempt salary packaging is available to GP down south staff to a maximum of the threshold cap for the current FBT year.
Employment Framework	GP Down South Ltd Enterprise Agreement 2015.

SELECTION CRITERIA

Essential

1. Relevant qualifications in administration and reception with a minimum of 12 months experience.
2. Ability to communicate effectively with a range of people including staff, clients, GPs and program staff.
3. Demonstrated experience with a range of Microsoft programs (Word, outlook, excel).
4. A high level of written and verbal communication skills along with the ability to adapt to changing needs of the team and services
5. Ability to apply time management, problem solving and customer service skills to the role.
6. A high level of interpersonal and organisation skills working in a team environment and independently

Desirable

1. Previous experience working in an Aboriginal Health Service or community based organisation.
2. Understanding of the unique issues impacting upon the health of Aboriginal people.
3. Certificate III in Business Administration and medical reception experience

Pre-requisites

As part of the condition of employment the successful person will be required to are required to hold the following:

1. A clear and current Western Australian Drivers Licence.
2. A National Police Clearance
3. A Working with Children Card.