Position Description

Position Title: **Administration and Support Officer**

Position Classification: **HPCS Level 1 - 2**

Direct Reports: **Nil**

Reports To: **Program Coordinator (WWFPP)**

PROGRAM / ROLE DESCRIPTION

The Wurli-Wurlinjang Family Partnership Program (WWFPP) is a collaboration between the Australian Nurse Family Partnership Program (AFPP) National Program Centre and the Commonwealth Department of Health and us, Wurli (the implementing organisation). AFPP is an evidence-based home visiting program with a focus on early intervention and prevention of physical and emotional risk and issues for women pregnant with an Aboriginal and /or Torres Strait Islander baby. The program is voluntary for all eligible women and involves home visits during pregnancy until the child's second birthday.

The Administration and Support Officer position provides the program staff with a range of supporting administrative functions whilst providing front office (telephone and reception) services and client liaison services as necessary for the program. This position also supports the WWFPP team on a broad range of cultural issues and liaises with clients, family and community members. The support officer component of this role is responsible for maintaining high level standards of community practice, fostering acceptance of the AFPP model in the community and observing the Wurli Primary Health Care Service's policies and guidelines.

KEY AREAS OF RESPONSIBILITY

Service Delivery

- ❑ Works with Wurli-Wurlinjang Family Partnership Program (WWFPP) team members to enhance the team's capacity and provide support in a range of administrative functions including but not limited to:-
    - Mail collection and registration
    - Photocopying
    - Scanning
    - Management and collation as required of internal and external program correspondence
    - Assisting with the preparation and distribution of documents, briefing papers and data collection associated with the program
    - Assisting the team with administrative processes as needed
    - Preparing and circulating minutes from team meetings and other forums
    - Collating client feedback surveys

- Receiving and recording messages for other team members
- Preparing and managing team calendars (visit schedules, meetings, training)
- Completing related administration functions for internal processes such as travel requests, requesting purchase orders, etc..

- ❑ Purchases and prepares training materials. Provides a courteous and efficient first point of contact for all visitors both on the telephone and in person (reception).
- ❑ Actively participates in Program education and acquires the knowledge and skills to support the Program; and keeps up to date with local, state and national information which may impact on the role.
- ❑ Introduces the program to prospective clients and provides advice to the team on issues that may positively influence the client's experience within the Program.
- ❑ Follows up on referrals, provides WWFPP related information to potential clients and completes enrolments of eligible clients with their informed consent.
- ❑ Works with WWFPP team members to enhance the team's capacity to remain culturally safe in all aspects of WWFPP work.
- ❑ Provides ongoing cultural information and participates in team based discussion and decision making about care plans for women participating in the Program to support WWFPP team to build cultural understanding and capacity within the team.
- ❑ Provides additional assistance with communication and support to families as appropriate and assists the WWFPP team to develop and/or source culturally appropriate material suitable for use in the Program
- ❑ Actively participates in Program education and training as required in order to acquire the knowledge and skills to support the successful implementation of the Program; and keeps up to date with local, state and national information which may impact on the Program and support role.
- ❑ Conducts client feedback surveys and checks-in with client at key milestones to seek feedback about the program from the clients perspective.
- ❑ Participates in the regular monitoring and evaluation of the Program and attendance and participation in professional development.

Program Development, Networking and Liaison

- ❑ Works collaboratively with the WWFPP program team at Wurli to assist in ensuring effective program delivery.
- ❑ Participates in the regular monitoring and evaluation of the Program and attendance and participation in professional development.
- ❑ Maintains sound relationships with key stakeholders and engages with community.

Team Support

- ❑ Works collaboratively with teams to ensure integrity of program administration.
- ❑ Provides administrative support to the team in a timely manner and to required standards.
- ❑ Participates in program governance, work health and safety, quality and accreditation processes and other activities and processes as appropriate.

Administration and Reporting

- ❑ Contributes to maintaining accurate client service data.
- ❑ Assists with Continuous Quality Improvement activities using the WWFPP /AFPP National Quality Framework.
- ❑ Assists to ensure reporting requirements are met.

Workplace Health and Safety

- ❑ Ensures your personal health and safety, and that of others in the workplace.
- ❑ Comply with any reasonable directions (such as safe work procedures, wearing personal protective equipment) given by management for health and safety.
- ❑ Promotes and delivers in accordance with Wurli's risk management framework.
- ❑ Reports all accidents, incidents, near misses and hazards immediately.
- ❑ Abides by workplace health and safety protocols of other sites and organisations visited.

Corporate Identity

- ❑ Drives and leads the service culture in line with Wurli vision and values.
- ❑ Drives and leads the AFPP model within Wurli.
- ❑ Acts as a role model for staff and clients.

POSITION REQUIREMENTS

Qualifications / Prerequisites:

Essential:

- ❑ Previous experience in an administrative support position
- ❑ National Police Records Check and Working with Children's Clearance
- ❑ Current Northern Territory Driver's License

Desired:

- ❑ Certificate II / III in Business Administration or equivalent
- ❑ Previous experience or knowledge of the AFPP program / model
- ❑ Previous administration experience in the health or social services industry sectors

Acknowledgement

I have read and understand the requirements of the role; responsibilities and accountabilities as outlined within this Position Description.

Employee name: _____

Signature: _____

Date: _____