

Position Description

Position	Quality Officer, Business & Administration Services
Location	Heatherton
Directorate	Corporate Services
Reports to	Manager, Business & Administration Services
Date PD Updated	December 2018
PD Authorised By	General Manager, Corporate Services
Employment Status	12 months maximum term, full time

About South Eastern Melbourne PHN (SEMPHN)

South Eastern Melbourne Primary Health Network is a 'for-benefit' social enterprise working on behalf of the Australian Government to improve local health care. We want everyone in our community to be able to access the right care, in the right place, at the right time. We are working to achieve this goal by improving access to existing services, commissioning new services to improve health outcomes, and encouraging GPs and allied health practitioners to innovate and further improve local health care.

Our six key priorities are **mental health**, **Aboriginal** and **Torres Strait Islander health**, **population health**, **health workforce**, **digital health** and **aged care**. We partner with general practitioners, other primary health care providers, secondary care providers and hospitals to ensure improved outcomes for patients.

In joining our team, you'll be supporting providers in the southeast area which stretches from St Kilda to Sorrento to Bunyip, including the major population hubs of Clayton, Dandenong, Moorabbin, Caulfield, Cranbourne, Frankston and Pakenham.

Our Values

SEMPHNs values are at the heart of our work and shape what we do and how we do it.

Our values are Respect; Accountability; Collaboration; Excellence; Solution focused and Community focused.

All SEMPHN employees are required to understand these organisational values, integrate the values into their work and demonstrate behaviours which reflect these values.

About the Corporate Services Directorate

Corporate Services ensure that robust corporate infrastructure, systems and processes are implemented and sustained in order for SEMPHN to achieve its strategic objectives. Corporate Services has responsibility for finance; business services & administration and ICT services.

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Job Summary

Reporting to the Business Services Manager, the Business Services Quality Officer is accountable for administrative aspects assisting to drive organisational change and development, quality, policies, workflows, continuous improvement and risk management. As a key member of a happy, but extremely busy Business Services team, this role will act as support for projects as directed by the Business Services Manager or General Manager, Corporate Services.

Key Responsibilities

Quality and Continous Improvement

- With a strong aptitude for systems and continuous improvement, support cross functional activities and projects by consulting with subject matter experts to document new policies, processes, procedures and workflows.
- Review and reengineer existing policies, processes, procedures and workflows in consultation with policy owners and in alignment with organisational values and goals.
- Champion stakeholder management across the organisation
- Support and drive quality projects and activities within agreed timelines.
- Provide administration support for projects and working groups
- Assist with regulatory and legislative compliance requirements
- Publish and maintain quality documents via SharePoint
- Support Business Services Manager with risk management activities and goals

Other Responsibilities

- Compile accurate reports and submissions where necessary
- Support and coordinate meetings including preparing agendas, meeting papers and taking accurate minutes
- Support Business Services team to back fill during leave times
- Support other projects as directed
- Assist with administration duties such as answering incoming calls for the organisation, updating the Business Services calendar and other ad hoc duties
- Support other SEMPHN Directorates as directed.

Team Membership

- Promote and maintain a positive and collaborative work environment.
- Identify opportunities to integrate and work collaboratively across other programs.
- Maintain effective relationships with internal and external stakeholders.
- Enthusiastically contribute to a customer focussed team who pride themselves with service excellence in assisting the organisation with administrative support, events, procurement, fleet management, building maintenance and a myriad of other services.
- Actively participate in and contribute to a continuous culture of workplace quality improvement activities.

Workplace Health and Safety

- Take reasonable care for own health and safety.
- Take reasonable care for the health and safety of others including the implementation of risk control measures within their control to prevent injuries or illnesses.
- Comply with all reasonable instruction of their manager/ supervisor to safeguard their health and safety.
- Cooperate with any reasonable SEMPHN's policies and/or procedures including the reporting of OH&S hazards or incidents.

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Key Relationships

Internal

- All staff within SEMPHN

External

- IT contractors
- Consultants

Key Selection Criteria

Qualifications

- Diploma of Business Administration would be highly regarded and/or extensive administration/project officer support preferably within a healthcare environment.

Skills, Knowledge and Experience

- Experience working with information management systems
- High aptitude/extensive experience authoring processes and procedures
- Competence creating workflows using Gliffy, Visio or similar software
- High level stakeholder engagement skills to form and maintain positive and productive relationships, align activities with organisational values and reach optimal outcomes across a very busy organisation.
- Solutions focussed with a demonstrated understanding of continuous improvement
- Excellent time management skills with a proven ability to prioritise, organise and complete work within established deadlines.
- Project support experience that includes scheduling meetings, creating agendas and taking minutes as requested.
- High level administrative skills that include excellent attention to detail and accuracy, friendly and helpful telephone manner and an eagerness to assist other members of the Business Services administrative function as needed.
- Ability to work effectively in a team environment and autonomously
- Good organisational skills and a pro-active approach to work tasks.
- Intermediate to advanced Microsoft Office skills (including Word, Excel, PowerPoint and Outlook).
- Highly developed verbal and written communication skills.

Desirable

- Exposure to Dynamics 365
- Working knowledge of SharePoint

Other

- A demonstrable commitment to SEMPHN organisational values.
- A National Police Check and Working with Children Check may be required in accordance with government funding requirements.
- All SEMPHN staff must take reasonable care for their own health and safety and others.
- All employees of SEMPHN must be permanent residents of Australia or hold a valid employment visa.
- A current Victorian Driver's License is required.
- All employees must abide by SEMPHN policies and procedures as varied from time to time.
- SEMPHN is committed to equal opportunity employment.

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