Position Description

MSIR Office Manager/EA to Medical Director

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| **Award & grade:** | Health and Allied, Managers and Administrators HSUA 1 & 5 2011-2015 Grade 3 |  |
| **Salary range** | Dependent upon qualifications and experience |  |
| **EFT** | 1 (38 hours per week) |  |
| **Reporting to** | Medical Director/Operations Manager  |  |
| **Accountable to** | Medical Director |  |
| **Tenure** |  |  |
| **Direct reports** | nil |  |
| **Location** | 23 Lennox Street Richmond |  |
| **Date issued** | December 2018 |  |

Organisation Profile

**North Richmond Community Health (NRCH)** is committed to making healthcare more accessible and culturally relevant. We believe that all community members have a right to dignity, respect, and the highest quality of care. We are dedicated to combating stigma and discrimination associated with people who use drugs, and improving their quality of life.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

In 2017, the Victorian Government enacted legislation to establish a trial of Victoria’s first Medically Supervised Injecting Room (MSIR) at North Richmond Victoria.

The Office Manager/ EA to Medical Director is responsible for ensuring the efficient operation of the Medically Supervised Injecting Room (MSIR) back office and providing Executive Assistance to the Medical Director.

Key Responsibilities

**Reception, Public Relations and Communication**

* Manage incoming calls on the MSIR general enquiries number and provide information packs or arrange visits as required
* Screen all media enquiries and forward to Communications Officer, Medical Director, and/or Operations Manager for follow up
* Manage and coordinate MSIR tours

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**Administration**

* Provide executive assistance to Medical Director including management of inbox/calendar, responding to correspondence as directed, assisting with travel arrangements
* Maintain MSIR shared files and maintain database including accurate data entry, scanning and uploading of documents and filing.
* Provide admin support for MSIR management, MSIR staff & external stakeholder meetings i.e. VicPol and Local Reference Group
* Assist MSIR Management Team with recruiting, new staff inductions including resource allocation, booking of meeting rooms and IT equipment.
* Maintain MSIR Staff Records
* Assist with stationary/office supplies stock control, ordering and coordinating deliveries
* Research and source potential providers/donors for MSIR
* Assist with event coordination when required

**Amenity**

* Report all repairs and required maintenance of the MSIR to NRCH Facilities Manager
* Supervise and monitor waste disposal services and liaise with Facilities Manager as required
* Supervise and monitor cleaning services and liaise with NRCH Administration Manager as required

Key Capabilities

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| --- | --- | --- |
| **Client experience** | **Community relations** | * Is sensitive to clients’ heritage, traditions and identity.
* Actively listens to clients and passes on relevant information accurately and appropriately
* Responds in a prompt and sensitive manner to clients’ requests so that the client feels supported and accepted.
* Maintains basic awareness of current community issues.
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| **New and Different Approaches** | **Accountability** | * Seeks feedback to ensure work is consistent with expectations.
* Is committed to own professional and personal development.
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| **Ethics** | * Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
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| **Program Development** | * Actively participates in team activities.
* Performs own roles and responsibilities efficiently to contribute to program objectives
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| **Learning and Development** | * Identifies own skills and skill needs in consultation with supervisor
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| **Innovation** | * Uses technology and software applications effectively in accordance with task requirements
* Identifies opportunities to do things better, develops ideas with others and assists with the implementation of routine changes.
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| **Working in Partnership** | **Change Management** | * Maintains a positive approach to change and adapts to new or different ways of working
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| **Partnerships and Collaboration** | * Builds collaborative relationships with the relevant people at NRCH.
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Key Selection Criteria

**Essential skills & experience**

* 5 years administrative or office management experience preferably in the public health or drug and alcohol sector
* High level of computer proficiency including MS Office suite.

**Essential attributes**

* Ability to manage own workloads, identify priorities and meet deadlines.
* Demonstrated ability to work with people from culturally and linguistically diverse backgrounds.
* Excellent written and verbal communication skills including a pleasant and courteous telephone manner.
* Collaborative and confident attitude.

**Qualifications\Registration requirements**

* Current Victorian driver’s license is desirable

Internal Training Requirements

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| --- | --- |
| **Topic** | **Timeframe for completion** |
| Induction Training | 3 months |
| Cultural Competency | 3 months |
| Hand Hygiene | 3 months |
| Working with Vulnerable Children | 3 months |
| Occupational Health and Safety | 3 months |
| Infection Control | 3 months |
| Social Media | 3 months |
| Introduction to the NRCH Code of Conduct | 3 months |
| Conflict Negotiation | Before commencing employment |
| Cybersecurity | 3 months |

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Responsibilities and conditions of employment

All employees of North Richmond Community Health are required to follow specific common conditions of employment as outlined in the NRCHL Policy and Procedures Manual. Key responsibilities and conditions include

* Employment terms and conditions are consistent with National Employment Standards and relevant awards/agreements. Salary is set commensurate with funding, award/agreements, sector expectations and individual skills/experience relevant to the role.
* Employees are expected to conduct themselves in a manner consistent with organisation’s Code of Conduct, Scope of Practice, Employment Contract, Cultural Competency standards and all other policies and procedures.
* NRCH is committed to creating a child-safe environment and to the participation and empowerment of children. NRCH has zero tolerance of all forms of child abuse and all allegations and safety concerns will be treated very seriously. All NRCH staff and volunteers are required to contact authorities when they are worried about a child’s safety. If you believe a child is at immediate risk of abuse contact 000.
* Employees are expected to participate in the NRCH risk management and quality improvement systems by being aware of responsibilities to identify, minimise and manage risks and identify opportunities for continuous improvement in the workplace through communication and consultation with managers and colleagues.
* Employees are expected to contribute positively to a safe workplace by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
* Adhere to NRCH infection control policies and procedures.
* Regular working hours will be negotiated but will be within operational hours. From time to time, some out-of-hours work may be required. Employees are expected to present for work on time, and follow notification guidelines when ill or late for work.
* Appointment is subject to a six-month probationary period, wherein performance will be reviewed prior to the expiry of the probationary period and an ongoing employment decision will be communicated.
* Performance is reviewed formally on an annual basis and all staff will have responsibility for an individually tailored work plan. All position descriptions are open to periodic review by management in consultation with staff.
* NRCHL provides a smoke-free environment, including within vehicles.
* The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.

Further Information

For enquiries relating to this position, contact:

**Kasey Elmore** | Operations Manager | kaseye@nrch.com.au