

Position Description

Position title	Assistant, Corporate Support
Responsible to	Team Leader, Corporate Support
Responsible for	Nil direct reports
Location	Nowra
Status	Part time
Hours	19 hours per week or 0.5 FTE
Salary range	\$62,700 per annum pro-rata
Conditions	National Employment Standards Employment Contract Company policies and procedures Flexible work practices
Remuneration and benefits	Base salary plus superannuation at statutory rate Salary packaging in line with Registered Health Promotion Charity status Professional development opportunities
Probity checks	Reference checks National Criminal Record Check Qualifications/Certifications required for the position Professional registrations and memberships as required for the position
Level of delegation	As outlined in Delegations Policy

Organisational context

COORDINARE is the values led Primary Health Network for South Eastern NSW supporting primary care in the region to be person centred, accessible; equitable; safe and high quality, comprehensive; population orientated; and coordinated across all parts of the health system. COORDINARE provides a unique blend of private and public perspectives and innovative thinking which aims to ultimately transform the health of people in the region.

COORDINARE has adopted a business model that is data-driven, using clinical expertise and consumer feedback, to determine local needs and co-design initiatives that improve health outcomes, achieve better consumer experiences, enhance provider satisfaction, and deliver value for money. Using population health data, working closely with our GP-led Clinical Councils, our Community Advisory Committee and through our strategic alliances with the Local Health Districts, we set clear local priorities as well as identify strategies to implement the national priorities locally.

COORDINARE works at four levels within the health system to achieve person centred care:

- **Involving consumers** in decision-making both at an individual level – around people’s own health, treatments, and illness-management and at an organisational level – around policy development, service design, delivery, and evaluation.
- **Supporting general practice** as the cornerstone of primary care.
- **Working within local communities** to commission services which improve outcomes for at-risk, high needs groups.
- **Building system enablers and designing service improvements** to optimise pathways for patients and coordinate their care.

COORDINARE commissions services, in line with our Commissioning Framework, focusing on those most at risk of poor outcomes, rather than providing services directly. Commissioning involves a strategic approach to purchasing services from providers, using information gathered from our Needs Assessments and analysis of local provider markets. Our approach to commissioning also involves ongoing and collaborative relationships with service providers, working together to design initiatives and ensure that contracted deliverables and quality outcomes are met.

Purpose

The Assistant, Corporate Support will be to provide administrative duties for the local office and to contribute to the delivery of high quality administrative support to the whole of organisation.

Key accountabilities

- Be the first point of contact for staff regarding matters pertaining to the office.
- Undertake general administrative duties including maintaining stationery, office and kitchen supplies and other resources and facilities management as required.
- Liaise with local providers to ensure delivery of service to accepted standard, for example cleaners, maintenance, real estate agents etc.
- Ensure amenities are maintained as required e.g. kitchen, security bins and water supply; including refresh of meeting rooms where required and maintaining a COVID safe environment.
- Manage enquiries via phone and email with due discretion, applying interpersonal and problem solving skills to negotiate appropriate outcomes for those supported and ensuring confidential and sensitive matters are treated appropriately.
- Manage the flow of visitors to the office through the management of booking systems for meeting rooms and parking arrangements, as required.
- Provide accurate, timely and high quality administrative support services to the local office and across the organisation in a corporate support arrangement.
- Provide local event management.
- Ensure mail is regularly checked and distributed as required.
- Maintain register of security access cards, as required.

- Office and Desk booking system administration ensuring accurate reflection of office and the provision of system reports, such as utilisation report.
- Organise periodic office clean ups to maintain the office.
- Conduct local onboarding, WHS inductions and other training for local employees, as required.
- Participate in organisation-wide team meetings, collaborative planning activities and quality assurance activities.

Key challenges

- Working in a busy environment where there are competing demands, tight deadlines and limited resources.
- Determining appropriate action to be taken when responding to issues raised by internal and external stakeholders.

Key outcomes

- High level administration support provided the local office.
- High level administration support provided to the rest of the organisation through corporate support delivery.
- Effective relationships with internal and external stakeholders developed and maintained.
- Opportunities for efficiencies and system improvements within scope of role identified and implemented.

Selection Criteria

1. Relevant experience in providing administrative support including agenda preparation, minute taking, preparing correspondence and dissemination of information.
2. Demonstrated ability to be organised, prioritise work and manage time effectively.
3. Substantial experience in initiating, prioritising, negotiating, organising and completing tasks in a complex and busy work place with minimal supervision as well as the ability to respond flexibly and with discernment to changing priorities.
4. Well-developed computer skills in Microsoft Office including Word, Excel and PowerPoint, including strong skills in formatting and layout of documents.
5. Good communication and interpersonal skills, including both written and oral communication, telephone manner, ability to analyse and respond promptly to requests, and deal with key stakeholders as a first point of contact.
6. Proven ability to liaise effectively with a diverse range of people whilst maintaining confidentiality and exercising discretion in supporting the organisations work on a day-to-day basis. Demonstrated ability to work collaboratively to achieve innovative and practical solutions.
7. Current NSW driver's licence and a willingness to travel as part of this role.

Personal qualities

1. Actively engages with peers and others to build productive relationships based on mutual respect, collaboration, and trust.
2. Interest in and knowledge of a range of cultures and a curiosity to understand the views of others.
3. Demonstrated commitment to COORDINARE’s values and temperament for engaging in behaviour that is values-driven.
4. Demonstrated commitment to achieving common objectives of COORDINARE and drive and energy towards achieving work targets.
5. Perseverance in achieving objectives despite limited resources, tight deadlines, and occasional setbacks.
6. Current COVID 19 immunisation certificates.

COORDINARE is an equal opportunity employer embracing diversity. We strongly encourage applications from Aboriginal and Torres Strait Islander people. We are sector leaders with excellent benefits, and a hybrid workplace in the beautiful SENSW region.

Successful applicants must have the right to work in Australia, be willing to complete a Criminal Record Check and, due to our purpose and nature of our work, must be able to demonstrate up to date COVID 19 vaccination status or medical exemption.

As the incumbent of this position, I confirm I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position.

Employee name:

Employee Signature:

Date:

Manager’s name:

Manager’s signature:

Date:

Please note if this PD is for a new role it will need to be reviewed and approved by the CEO.

Date	Version No.	Author	Approved by	Reason for update
Jan 2023	1	Director, Corporate Services	CEO	New position