

## POSITION DESCRIPTION

**POSITION:** Program Administrator VicOutreach

**AREA:** Program Delivery

**REPORTS TO:** Workforce Manager - Access

**DIRECT REPORTS:** Nil

**CLASSIFICATION:** Level 2

### RURAL WORKFORCE AGENCY, VICTORIA LIMITED (RWAV)

RWAV creates sustainable health workforce models that support Victoria's rural, regional and Aboriginal communities. We draw on trusted relationships, smart data and best practice to establish models that are capable, connected and tailored to the communities they serve.

### OUR MISSION

Develop and deliver solutions to enhance rural, regional and Aboriginal communities' access to health workforce

### OUR VALUES

It is integral for all of our employees to share in our values of **respect, trust, accountability, collaboration** and **innovation**.

### YOUR ROLE

The primary function of your role as Program Administrator is to provide service contract support and administrative support to a nominated program or programs under the umbrella of VicOutreach.

### KEY RESPONSIBILITIES

#### Service Contract Support

- Act as the first point of contact for service providers and stakeholders;
- Contribute to the development of service contracts and schedules and their maintenance;
- Enter data into service management and invoicing systems as required;
- Monitor performance of service schedules and follow-up with providers as required to submit service and invoice data;
- Prepare and process payments for approval;
- Record and keep up-to-date all contacts with service providers and stakeholders in an accurate and timely manner into database;
- Assist in the development and maintenance of documents, policies and procedures pertaining to the Service Contract Support;
- Maintain positive relationships with service providers and other stakeholders within the Outreach programs;
- Ensure all escalated service issues are referred to the Regional Program Officer and or Workforce Manager Outreach;

- In collaboration with the Regional Program Officer contribute to reporting activities and other obligations in respect to the programs as directed by the Workforce Manager Outreach;
- Ensure all activities and tasks are in accordance with agreed protocol and procedures;

### **Administrative Support**

- Ensure a high level of administration support including processes and paperwork relating to the Outreach program are undertaken in accordance with agreed protocols and time frames:
  - Prepare and maintain a variety of registers and work documents;
  - Enter and collate program specific data;
  - Prepare emails and other correspondence for service providers;
  - Organise meetings and take minutes as required;
- Undertake administration functions in relation to Outreach contracts as directed by the Workforce Manager Outreach and / or Program Officer;
- Maintain up to date knowledge of all relevant administrative procedures, standards and guidelines related to the Outreach Programs;
- Provide back up support to other team members to ensure the efficient implementation of all programs, including leave cover when required
- Support Outreach communication and marketing activities such as the Outreach newsletter and keeping Outreach website update
- Coordinate cultural training workshops
- Actively participate in team activities with regards to the planning and implementation of Outreach Programs
- Exhibit the RWAV values and required standard of conduct in actions, attitudes and behaviours
- Other duties as directed

## **SELECTION CRITERIA**

### **Essential**

- A Diploma of Business, Business Administration and or Health Administration
- Well-developed written and verbal communication skills, including negotiation and interpersonal skills
- Experience with accounts payable and contract management
- Experience in the collection of and review of finance and client data
- Demonstrated customer service and client management experience
- Can work independently with minimal supervision
- Ability to work productively as part of a team and demonstrate initiative
- Demonstrated ability to maintain focus and give high attention to detail while dealing with multiple demands and deadlines
- Excellent problem solving skills, research and analytical skills
- Proficiency in a range of computing skills including a sound knowledge and experience in the preparation and manipulation of spread sheets and word documents and a sound understanding of databases and skills in their use
- Other duties as requested

### **Desirable**

- Experience working in a Health Care setting

<b>REVIEWED:</b>	June 2019
<b>CONDUCTED BY:</b>	General Manager Operations
<b>APPROVED BY:</b>	Chief Executive Officer
<b>NEXT REVIEW:</b>	June 2020

As occupant of the position I have noted the role and primary responsibilities as detailed in this document.

Employees Signature: -----

Manager's Signature: -----

Date: -----