



JOB DESCRIPTION

Position Title: Admin Assistant/Receptionist
Work Unit: Business Development & Administration

Reports to: Executive Manager – Business Development & Strategy
↓
Chief Executive Officer

Award & Classification: ACCHS Award Admin Grade 3 Level 1

Organisational Details:

Yura Yungi Medical Service Aboriginal Corporation (YYMS) is an Aboriginal community-controlled health service providing holistic primary health care services to the Aboriginal and Torres Strait Islander people living in Halls Creek and surrounding communities.

Mission

To empower our community to take responsibility to safeguard their health & wellbeing from before birth to end of life.

Vision

Our health service is an innovative hub for excellence & leadership in Indigenous advancement through wellbeing, healing & health in every stage of the life course through culturally centred & holistic care.

Values

All our staff 'walk-the-talk' of: Respect, Integrity, Personal Responsibility, Teamwork, Stick-ability and Can-Do Attitude.

Position Summary:

Provide a high standard of administrative services (including customer services, data entry, clerical work and coordination of team as required) to ensure efficient and effective day to day running of the Admin Department and Reception Unit of Yura Yungi Medical Service Aboriginal Corporation

This position will be responsible for providing secretarial/administrative support to the Office of the CEO, Executive Manager, Executive Officer, HR, and Finance Department as required.

This position is also required to provide professional and confidential administration services to support effective service delivery and day-to-day functioning of the reception as required.



Duty Statement and Key Responsibilities:

DUTIES

- The following duties represent the main area of work and responsibility. The position works with all staff but primarily with the Admin and the Reception Department.

Reception and Data Management

- Welcome and assist clients and visitors with their enquiries and appointments (both face to face and via telephone)
- Maintain confidentiality of all information
- Maintain and update the client information on the MMEx medical information system including:
 - Scanning in Client forms into MMEX and place on clients' files
 - updating patients contact details if needed
 - utilising forms on the system and updating occasions of service
- Participate in quality audits and maintenance of the MMEx system
- Maintain electronic system to keep record of client participation, referrals and completed client evaluation forms
- Ensure the reception area is well maintained and neatly presented
- Check for phone messages and email or distribute messages as soon as possible
- Answer all incoming calls in a timely manner and transfer to the relevant extension. Calls for Senior Managers and Doctors must be screened appropriately, take and distribute phone messages as required
- Check the receptionists@yyms.org.au emails, forward the email the relevant person and cc to the Executive Officer
- Every morning and regularly throughout the day, check the fax machine for incoming faxes, date stamp and record incoming faxes, distribute as required. Ensure paper and toner supply is well stocked
- At the end of the working day, close blinds, turn off air conditioner, computer & lock reception door
- Provide relief / support for all main reception duties when required.

Administrative Support

- To support the Office of the CEO, Executive Manager, ESO, HR & Finance Senior Officer.



- Help in liaising with the Directors, Stakeholder, staff, patients, and visitors.
- Assist in the preparation of Board Meeting, Senior Managers Meeting & All staff meeting.
- Prepare employment contracts for new employees
- Assist with Job Ads and advertising widely on different platforms
- Assist with making travel bookings
- Assist with Payroll tasks
- Assist to do the mail round everyday; record and distribute them accordingly
- Order paper and stationary items every fortnight or as required and ensure that all the items are stored properly in the supply room.
- Manage the Social Media accounts of YYMS. This includes making flyers, brochures, and posters of the different programs of YYMS and YYMS announcements.
- Always coordinate with the Managers about the content before posting it on Facebook.
- Organise and pick up catering as required.
- Other duties will be assigned from time to time or as needed.

Please note that the duties outlined in this position description are not exhaustive, and only an indication of the work of the role. The organisation can direct you to carry out duties which it considers are within your level of skill, competence and training and scope of practice.

Organisational Duties

- Promote and implement the philosophy, aim and objectives of YYMS
- Be an active team member and support a service-based work culture showing commitment to the organisation's strategy, mission, vision and values
- Adhere to all YYMS Policies and Procedures.
- Actively participate in the organisation's Quality Management System - LOGIQC.
- Identify and participate in continuous quality improvement activities and apply quality improvement principles to all duties performed.
- Actively participate in staff meeting and professional development activities.
- Actively participate in Performance Management and Review.
- Actively support a productive team approach to primary health care services provided by YYMS.
- Take all reasonable steps to support the employment, professional development and promotion of Aboriginal people across all parts of YYMS
- Other duties as required within the scope of your skills and experience if requested by management.



Workplace Health and Safety

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace.
- Follow all safety procedures and contribute to a safe work environment. Work in accordance with YYMS' WHS policy, the WHS Act, Regulations and Code of Practices.
- Identify and assist to reduce Work Health & Safety hazards and risks.
- Ensure WHS non-conformances or incidents/injuries are reported.
- Follow the reasonable direction of Work Health & Safety representatives.

Privacy / Confidentiality for staff

According to the YY Code of Conduct, all staff must protect the confidentiality of information acquired in the course of their work including any patient information. A staff member should not use or disclose any personal or sensitive information to any other person without specific authority to do so. You must comply with relevant privacy and information acts and regulation. This confidentiality agreement remains in force while you are in your current position and after you leave the organisation.

Selection Criteria:

Essential:

1. Demonstrated reception and administrative skills or willingness to undertake training in this area
2. Ability to work unsupervised
3. Good communication, teamwork, and liaison skills
4. An empathy and commitment for the advancement of the Aboriginal Health
5. Experience with Microsoft Office software
6. Current "C" class Western Australian Drivers license
7. Current National Police Clearance or willingness to obtain one
8. Fully Covid-19 Vaccinated

Desirable:

1. A demonstrated commitment to continuous quality improvement
2. A local Aboriginal or Torres Strait Islander person, with established connections to the region.



CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the position.

Name: Brenda Garstone

Position: Chief Executive Officer

Signed: _____

Date: ____/____/____

Name:

Signature:

Date Appointed to Position: