



Aboriginal Health Council of South Australia Ltd.

Position: Executive Assistant – Primary Health programs and Public Health

Work Group: Primary Health programs and Public Health

Reports to: Senior PHMO / General Manager, Primary Health Programs and Public Health

Classification Code: Level 4

Employment status: Full-Time, ongoing

Approval: Date:.....

Executive Board Aboriginal Health Council of SA Ltd.

JOB SPECIFICATION

1. Organisational overview

The Aboriginal Health Council of South Australia Limited (AHCSA) is the peak body representing Aboriginal community-controlled health and substance misuse services in South Australia at state and national levels.

Our primary role is to be the 'health voice' for all Aboriginal people in South Australia. We achieve this by advocating for the community and supporting workers through our Member Services with appropriate Aboriginal health programs based on a holistic perspective of health.

2. Summary of the broad purpose and characteristics of the position

The Directorate Administration Officer, Public Health Programs / Primary Health Programs provides professional high-quality administrative assistance to the Senior PHMO / General Managers and Directorates as a whole, contributing to the efficient and effective operation of AHCSA.

The Directorate Administration Officer, Public Health Programs / Primary Health Programs plays a critical role in ensuring the smooth operation of the Directorates by providing comprehensive administrative support to staff, including coordinating meetings and other events, undertaking data collection and analysis, contributing to the creation and maintenance of key documents and assisting with other administration tasks.

The position serves as the first point of contact for Directorate enquiries, providing information and assistance to staff and external stakeholders. It collaborates with other administration officers supporting AHCSA Directorates and teams to enhance overall efficiency of the support provided across the organisation.

3. Organisational relationships and extent of authority

The Directorate Administration Officer, Public Health Programs / Primary Health Programs is accountable to and reports to the Senior PHMO / General Manager Public Health Programs and the General Manager, Primary Health Programs. The position works under general direction, applying well-established procedures, methods and guidelines to complete daily tasks.

The position works collaboratively to provide specialist administrative support and advice to all staff in the Directorates with their day-to-day administration needs, and operates in a collegial manner with

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administrative officers supporting other Directorates to share information and resources, and streamline common administrative practices.

The Directorate Administration Officer, Public Health Programs / Primary Health Programs is required to solve problems of limited difficulty, drawing on knowledge and expertise and using initiative to proactively navigate challenges within the boundaries of the position's responsibilities. Additionally, this position offers scope for exercising discretion and judgment in certain situations.

The position may also be required to supervise lower-classified staff or volunteers, providing guidance and support to ensure smooth and efficient day-to-day operations.

4. Special conditions

- National Police Certificate required.
- Out of hours work may be required.

5. Statement of Key Responsibilities

The Directorate Administration Officer is responsible for:

Administrative Support: *Providing comprehensive administrative support to assist the Senior PHMO / General Managers and staff within the Directorates, including but not limited to scheduling appointments, organising meetings, managing correspondence, coordinating travel arrangements, and maintaining accurate records by:*

- Overseeing day-to-day office operations, including managing supplies and equipment.
- Coordinating and scheduling appointments for Senior PHMO / General Managers and team members, including managing calendars and considering availability and priority.
- Coordinating travel arrangements for Senior PHMO / General Managers and team members, including booking flights, accommodation, other forms of transport and processing travel allowances.
- Handling incoming and outgoing communications, such as emails and letters, and ensuring timely responses.
- Keeping accurate and up-to-date records of meetings, decisions, and important documents for easy reference.

Data Management: *Assisting in the collection, entry, and analysis of data related to the Directorates, and ensuring data integrity and confidentiality in accordance with organisational policies and procedures by:*

- Maintaining and updating databases, ensuring accuracy and accessibility of information, consistent with organisational policies and procedures.
- Conducting regular checks to verify the accuracy and completeness of data entries, ensuring that any discrepancies are resolved and implementing measures to protect the accuracy and reliability of data.
- Gathering relevant data from various sources, including surveys, reports, and databases, to support Directorate activities.
- Assisting in analysing collected data to identify trends, patterns, and insights to support internal decision-making.
- Providing team members with guidance on data entry processes and best practices to ensure consistency and accuracy of data.



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Communication: *Serving as a point of contact for internal and external stakeholders, including staff, clients, partners, and community members; and communicating effectively via phone, email, and in-person interactions, providing timely and professional assistance by:*

- Providing professional and courteous customer service as the primary contact for the Directorates, including directing questions, preparing responses and providing information to internal and external stakeholders and members of the public.
- Managing key communication channels within Directorates, including phone calls and emails, with professionalism and promptness.
- Acting as a liaison point between teams and Directorates, ensuring clear communication and collaboration across groups.

Event Coordination: *Supporting the planning, coordination, and execution of workshops, seminars, conferences, and other events hosted or attended by AHCSA; and assisting with logistics, participant registration, materials preparation, and post-event follow-up as required by:*

- Assisting with event communications including issuing invitations, reminders, and updates to participants, and providing general information.
- Coordinating event registration processes, including creating registration forms, tracking responses, and communicating with participants.
- Coordinating logistics associated with meetings, workshops and other events such as catering, audio-visual equipment, and supporting events, including room set up, managing check-in processes, and responding to participant queries.
- Researching and booking external event venues as required, negotiating contracts, and ensuring that facilities meet event requirements.
- Assisting with the preparation of meeting and event materials, such as agendas, handouts and presentations.
- Monitoring and keeping records of expenses associated with meetings and events.

Documentation and Reporting: *Preparing and maintaining documentation, reports, and presentations as needed for internal use, grant applications, funding reports, and other purposes; and ensuring that documentation is accurate, up-to-date, and accessible to authorised personnel by:*

- Ensuring the systematic organisation and storage of important documents.
- Creating and formatting various documents, including reports, proposals, and presentations, tailored to specific audiences and purposes, ensuring all documentation meets organisational standards and complies with any specific requirements.
- Assisting in the preparation of reports, presentations, and other documentation as requested.
- Working closely with team members and other Directorates to gather necessary information and feedback for reports and presentations.
- Assisting in the development and operation of document management systems.

Collaboration: *Collaborating with colleagues across different teams and Directorates to streamline administrative processes, share resources, and achieve organisational goals; and fostering a supportive and collaborative work environment by:*

- Collaborating with and providing assistance to other AHCSA administration officers, fostering a supportive team environment.
- Sharing tools, resources and best practices with AHCSA administration officers and contributing to administration process improvements.



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- Participating in meetings or forums to discuss administrative processes, share updates, and address common challenges.
- Collaborating with team members to analyse existing administrative processes and resources to inform improvements and adjustments.
- Providing cover for AHCSA reception as required.

Compliance: *Ensuring compliance with relevant legislation, regulations, and organisational policies in all administrative activities; and staying informed about changes in regulations and best practices affecting AHCSA operations by:*

- Conducting regular audits of administrative processes to ensure that all administrative activities adhere to legal standards and identify any areas of non-compliance.
- Maintaining awareness of relevant legislation, regulations, and organisational policies that impact administrative activities and sharing this information to relevant team members.
- Maintaining accurate records of compliance-related activities, including audits, training sessions, and policy updates.
- Creating tools and resources to assist staff in adhering to compliance requirements associated with administrative activities.

REQUIREMENTS OF THE POSITION

6. Essential Skills, Knowledge, Experience, Qualifications and/or Training

6.1. Knowledge, Skills, Abilities and Behaviours

AHCSA's **Organisational Capability Framework** outlines the essential knowledge, skills, abilities, and behaviours required to succeed in each role. This framework is a critical tool for attracting, recruiting, developing, and retaining a capable, adaptable, and responsive workforce.

The framework defines core and technical capability areas. Core capabilities apply to **all positions**, and technical capabilities are specific to **particular positions** within AHCSA.

The following capabilities have been identified as vital for the effective performance of this position and will be assessed during the recruitment process. These competencies are key to ensuring success and alignment with AHCSA's goals and values.

CAPABILITY AREA	DESCRIPTORS
core capability PERSONAL ATTRIBUTES	
<i>Flexibility and Adaptability</i> Adjust approach to changing priorities, stay open to learning, and adapt work methods to achieve results.	• Be open to new ideas and approaches and respond quickly when situations change. • Readily develop new skills. • Adapt smoothly to changing priorities. • Respond quickly to change. • Participate constructively in collaborative teams.
core capability AUTHENTIC RELATIONSHIPS	



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<i>Customer Focus</i> Understand customer needs and deliver high impact services that meet those needs.	• Understand customer requirements and how work addresses customer needs. • Take responsibility for delivering services that meet customer requirements. • Identify and respond quickly to customer needs, identifying opportunities to improve services.
core capability ENABLING DELIVERY	
<i>Planning and Prioritising</i> Plan to achieve priority outcomes and respond flexibly to changing circumstances.	• Plan and coordinate allocated activities. • Prioritise own work activities to achieve set goals. • Contribute to the development of team workplans and goal setting. • Understand team objectives and how own work relates to achieving these. • Respond to changing circumstances, adjusting plans and schedules when necessary.

6.2. Experience

- Experience in an administrative or executive support role within an Aboriginal health care or community services setting.
- Experience participating in establishing and/or maintaining business systems, practices, processes, and procedures within an organisational context.
- Experience in event coordination and taking minutes and reporting on meeting outcomes for various groups.
- Experience in using Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook, for various tasks.

6.3. Educational/Vocational Qualifications

- Nil

7. Desirable Experience, Qualifications and/or Training

7.1. Experience

- Experience in communicating with representatives at high levels of government and non-government organisations.
- Experience working in multi-disciplinary teams within the health sector, collaborating with professionals from various disciplines.
- Experience in developing and maintaining relationships with key external stakeholders, including government agencies and non-government organisations.

7.2. Educational/Vocational Qualifications

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- Certificate III or IV in Business Administration, or other relevant post-secondary training and/or qualifications.

Acknowledged by Occupant

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Print name Signature Date

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