

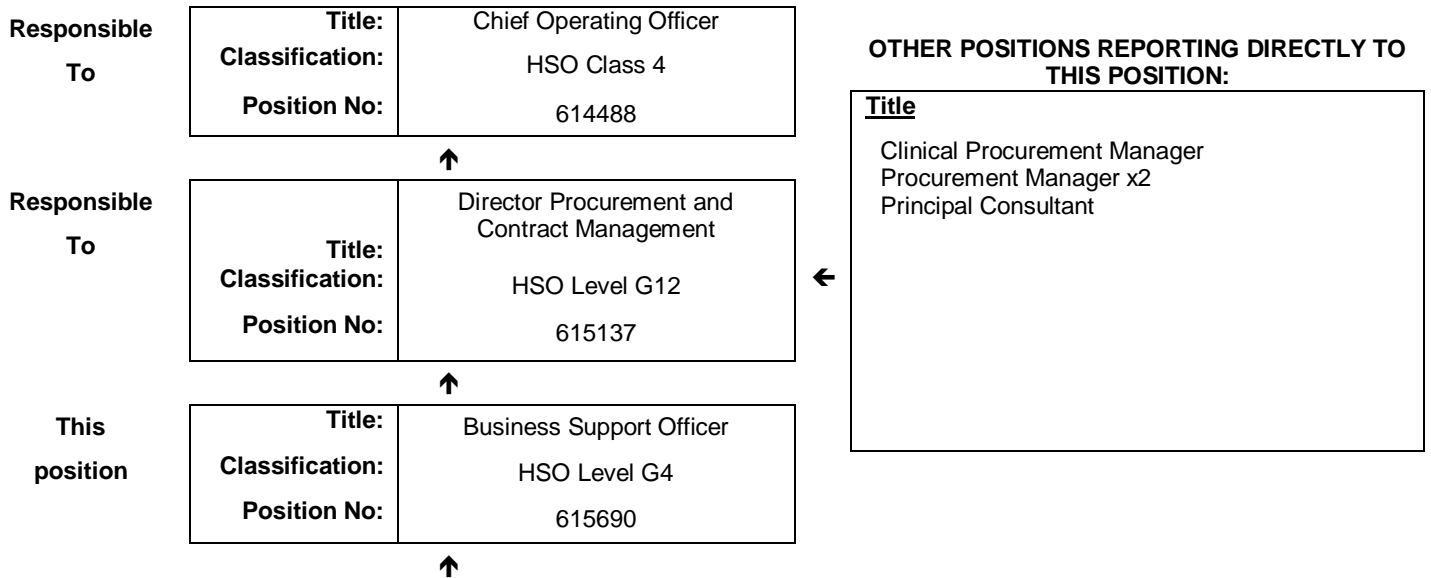


JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

OPERATIONS		Position No:	615690
Division:	Operations	Title:	Business Support Officer
Branch:	Procurement and Contract Management Directorate	Classification:	HSO Level G4
Section:		Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS



Positions under direct supervision:	← Other positions under control:				
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Position No.</td> <td style="width: 50%;">Title</td> </tr> </table>	Position No.	Title	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Category</td> <td style="width: 40%;">Number</td> </tr> </table>	Category	Number
Position No.	Title				
Category	Number				

Section 3 – KEY RESPONSIBILITIES

Provides administrative support to the Director and the Procurement and Contract Management Directorate team in the procurement and contract management functions of the WA Country Health Service.

WA Country Health Service – Central Office
15 May 2018
REGISTERED

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State’s major maternity hospital – and 40% of the State’s emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people’s health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS TO 2018

1. Improving the experience of health care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do
 Safe, high quality services and information at all times
 Care closer to home where safe and viable.
 Evidence based services
 Partnerships and collaboration



OUR VALUES

Community – making a difference through teamwork, cooperation, a ‘can do’ attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1	ADMINISTRATIVE SUPPORT		
1.1	Provides confidential administrative support to the Director in matters relating to the operation of PCMD.		
1.2	Arranges and maintains a schedule of appointments, meetings and other commitments for the Director to enable efficient time management.		
1.3	Maintains a bring-up system or diary of commitments and reminds the Director of actions required; undertakes follow-up with other staff to ensure commitments are met.		
1.4	Compiles and collates files, papers and other information to brief the Director on issues and to prepare for meetings.		
1.5	Receives and screens visitors and phone calls and redirects to other staff as appropriate.		
1.6	Assists with the preparation of itineraries and arranges travel bookings for the PCMD team.		
1.7	Coordinates the meetings of WACHS Procurement and Contract Management Executive Sub-Committee, including preparation and presentation of agenda items and minutes.		
1.8	Coordinates the management of office administrative tasks as appropriate.		
1.9	Ensures that corporate records including confidential staff emergency contact details are created, stored and maintained in compliance with the State Records Act and WACHS Policy.		
1.10	Identifies and arranges building repairs and maintenance and ensures appropriate and regular vehicle maintenance and cleanliness.		
2	CONTRACT MANAGEMENT – BUSINESS SUPPORT		
2.1	Assist PCMD team leads with recruitment processes and Health Support Services Transactional forms.		
2.2	Provides assistance with staff orientation.		
2.3	Assists with the development and implementation of PCMD operational plans.		
2.4	Assists with development and maintenance of program procedure manuals, including research, formatting and collation.		
2.5	Assists with the operation of ITS, PDMS and other systems used by the directorate and identifies and implements measures to assist with quality management.		
2.6	Prepares correspondence and reports and prepares complex documents to a high standard of accuracy and presentation.		
2.7	Develops relevant procedures and standards in consultation with other members of the PCMD team.		
2.8	Adopts risk management approach to programs, identifying key financial risks.		
2.9	Ensures program fits within WACHS quality framework and accreditation requirements, demonstrating quality management principles.		
2.10	Assists with the collection and collation of relevant data for the purposes of evaluation.		
3	OTHER		
3.1	Provides reception & switchboard coverage in the absence of regular staff.		
3.2	Monitors staff resource needs and assists with resource planning.		
3.3	Participates in a continuous improvement process to monitor, evaluate and develop services and performance.		
3.4	Other administrative support and general office management duties as directed by the Director of the PCMD.		

The occupant of this position will be expected to comply with and demonstrate a positive commitment to the highest achievement level in Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.



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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. Demonstrated competence and skills in office administration and project support.
2. Demonstrated effective interpersonal and communication skills (written and verbal) including report writing, with the ability to liaise with stakeholders and maintain positive customer relationships.
3. Sound office management and administrative skills with a good knowledge of records management and the development and maintenance of office systems and procedures.
4. Current knowledge and understanding of human resource administration, principles and practice.
5. Well developed negotiation and analytical skills, including problem solving.
6. Demonstrated high level of computer skills using a range of computer software applications (MS Word, Excel).

DESIRABLE

1. Possession of or progress towards a relevant qualification.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Section 6 – APPOINTMENT FACTORS

Location	Perth	Accommodation	As determined by the WA Country Health Service Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance 		
Specialised equipment operated			

Section 7 – CERTIFICATION

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

Signature and Date: ____/____/____
Manager

Signature and Date: ____/____/____
Director

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

WA Country Health Service – Central Office 15 May 2018 REGISTERED
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