



KARRATHA

**Central Healthcare****POSITION DESCRIPTION**

<b>Job Title</b>	<b>Program Support Officer</b>
<b>Reporting to</b>	<b>Clinical Services Manager</b>
<b>Status of Employment</b>	<b>Full-Time (Up to 76 hours per Fortnight)</b>
<b>Location</b>	<b>Karratha</b>

**1. The Position**

The Program Support Officer provides high quality program and project coordination support to the Clinical Services Manager for a variety of health programs at Karratha Central Healthcare.

In addition to delivering outstanding client support services as part of the health program team, the role will also undertake general administration tasks as required by the Clinical Services Manager.

The Program Officer will undertake all duties in a caring, supportive and culturally safe manner, providing an exceptional standard of care to internal and external clients always.

**2. Supervisory Responsibilities**

There are no direct supervisory responsibilities with this role, however you will work as part of a broader Health Services team.

**3. Hours of Work**

The Program Officer will be employed on a full-time basis for 38 hours per week. Hours of work will vary between 7.00am to 7.00pm Monday to Friday.

**4. Appointment Pre-requisites**

Any offer of employment will be subject to:

- National Police Records Check
- Working with Children Check
- Evidence and verification of qualifications

**Primary Responsibilities**

The Program Officer will support the successful running of the centre through:

- Delivering quality support to the clinical and administration teams, other health professionals and external stakeholders to ensure the successful delivery of our health programs.
- General administration support, including preparation of reports, statistics recording/reporting and data entry.
- Managing small projects from start to finish, such as planning, delivering and evaluating health-related events including venue bookings and set up, confirming speakers etc.



KARRATHA

# Central Healthcare

- Assisting with patient care, including greeting patients, assisting with transportation to appointments/events, booking appointments, ensuring all information is managed correctly, filed and followed up accordingly.
- Maintaining confidentiality while managing client records.
- Other administrative duties as required.

## Key Duties

### General Administration

- Communicate with clients and their carers compassionately and with respect.
- Manage client records in relevant medical software, including registering new clients, managing recall/review appointments and making relevant updates as required.
- Assist and support Clinicians and other staff with administrative tasks and resources.
- Transporting patients to appointments as required.
- Maintaining program related statistics and data entry as well as preparation of program reports.
- Coordination of health projects in consultation with clinicians.
- Any other program support duty as directed by the Clinical Services Manager.

### Occupational Health and Safety

- Maintain a safe environment for patients by ensuring compliance with workplace Occupational Health and Safety policies and procedures and other legal requirements.
- Ensure the practice building and work spaces are conducive to a safe and practical work environment.
- Collaborate with other members of the team to maintain Occupational Health and Safety including appropriate identification and notification of action for hazards, slips, lapses, accidents and incidents.

## Selection Criteria

### Essential:

- Competency in using the Microsoft Office suite of programs (Word, Excel, Outlook etc).
- Demonstrated understanding of cultural safety and ability to work in culturally safe way.
- Experience in a project/program delivery position.
- Excellent oral and written communication skills.
- The ability to maintain a high level of professionalism and confidentiality.
- Well-developed organisational skills and ability to prioritise and meet timelines.
- Demonstrated initiative and self-motivation.
- Ability to work both independently and work productively within a team environment.
- High standard of personal presentation.
- Current C class driver's licence or transferable equivalent.

### Desirable:

- Previous experience in community health setting.
- Previous experience with Communicare or similar Health Management software.
- An understanding of medical and/or allied health clinical environments.

Reviewed	March 2020
Approved	Chief Executive Officer