



GRAMPIANS
COMMUNITY HEALTH
vibrant and healthy communities

ABN 41 831 668 189 ACN 136 578 679

GCH Job Application Kit

Position: Admin and Reception Support – Casual

Hours per week CASUAL

Closing date: 25/06/2018

In this kit you find:

All Information on how to apply for a position with Grampians Community Health

- Key Selection Criteria to be addressed separately – *see page 2*
- Privacy Disclosure Authorisation Form – *see page 3*
- Job description of the position you are applying – *see page 4*

1. **Key selection criteria** must be specifically addressed in your application separately
2. Include **clear details** of work experience and qualifications
3. Include two written **references** and the name, address and daytime telephone number of two work- related referees
4. Include day and evening **telephone contact numbers** so that we can readily arrange interview times if necessary
5. Read and sign the **“Privacy Statement & Disclosure Authorisation Form”**, send with your application
6. If you are emailing your application, you will be sent an email confirmation of receipt of your application. If you do not receive this, please contact reception to confirm that your application has been received.
7. Successful applicants would be required to **undergo a police check**, and will need to organise a **Working With Children Check**.

Application must reach GCH by
5pm Mon 25/06/2018
 Late applications will not be considered.

For more information
 Call - 5358 7400

Address applications to:

<p>By Mail Send to:</p> <p>“CONFIDENTIAL” Greg Little CEO Grampians Community Health 8 – 22 Patrick St STAWELL Vic 3380</p>	<p>By e-mail Send to:</p> <p>email: employment@grampianscommunityhealth.org.au</p>
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Please demonstrate clear connections between your qualifications, skills and knowledge, in the selection criteria by detailing your, experience and understanding of:

1. Advocacy at all levels
2. Work within privacy guidelines in a small community
3. Have the ability to prioritise and contain the work load when necessary
4. Work with a deep understanding of the social model of health and how it relates to wellbeing and good health outcomes
5. Understanding and knowledge of and belief in Quality Assurance
6. Well-developed computer, written, oral communication and interpersonal skills
7. Understanding of the rural community.
8. Understanding of health promotion and the ability to work within this framework
9. Clear understanding of the mandating process and an ability to work effectively with involuntary clients.
10. Ability to assess situations related to reception and provide solutions



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PRIVACY STATEMENT & DISCLOSURE AUTHORISATION FORM

As an applicant participating in Grampians Community Health’s (GCH) recruitment and selection process you are advised that the process involves a range of selection, methods and tools. These tools are used to address the selection criteria identified for the position and gathers employment related information about you as an applicant.

Information gathered during the process will not be used for purposes other than selection for the position you have applied. Information that GCH may gather in relation to your application may consist of the following:

- An employment application form
- Resume / Curriculum Vitae
- Interview Guides (completed during interview)
- Reference Checks (completed with third party organisations)
- National Police Check (completed with third party organisations)
- Passport and/or Work Visa
- Copy of Drivers Licence

Applications, interview guides and selection assessment documentation of all applications remains the property of GCH and storage of such records will comply with GCH’s Privacy Policy upon completion of the selection process for a maximum period of twelve (12) months. Records are stored securely & will be disposed of confidentially following the completion of this time.

Please ensure upon submitting your application that you return a signed copy of this Privacy Disclosure Authorisation Form.

Yours faithfully

Greg Little

Greg Little
CEO

I, _____ (name)
consent to Grampians Community Health obtaining the personal information outlined above for the specific purpose of assessing my ability to meet the selection criteria for the position I have applied for.

Please tick this box if you agree to have your application considered for other employment opportunities within Grampians Community Health. Your application will be retained confidentially for a period of six months, and will be released for consideration when recruiting for other suitable positions.

Signed _____ Date _____

How did you hear about this Job position?

Did you encounter any difficulties downloading/reading or requesting this application kit?

Stawell

(Registered Company Address)
8 – 22 Patrick Street
Stawell 3380

Ararat

60 High Street,
Ararat - 3377

Horsham

25 David Street,
Horsham - 3400

Nexus

14-16 Pynsent Street,
Horsham - 3400

JOB DESCRIPTION

Position Title and cost code	Admin and reception Support Casual	SPT 05
Program and Team	Client Pathways	
Funded By	Grampians Community Health	
Based	Ararat Stawell Horsham as required	
Responsible To	The Client Pathways manager and through them to the Extended Care Programs Manager	
Award	Classification: VPHS – HSU1 grade C year 1 to 5 depending on experience	
Tenure	Subject to the signing of a Letter of Offer and the position description. The period of employment is subject to ongoing funding and satisfactory work performance All GCH positions are subject to a six-month probationary period.	
Hours per week	Casual (<i>included 25% loading</i>) All casual is required to prepare a timesheet	
Last update of this PD	June 2018	

GRAMPIANS COMMUNITY HEALTH - PREAMBLE:

Grampians Community Health (GCH) is a not for profit Company Limited by Guarantee and operates as a registered Community Health Centre under the Health Services Act. GCH has operated since 1986 and provides a multi-disciplinary approach to psychosocial health in line with a Social Model of Health philosophy. The aim of GCH is to provide coordinated health and community services to people within the Central Grampians and Wimmera sub regions. Staff at GCH work in many areas including: Generalist, Gambling, Alcohol and Other Drug Counselling, Withdrawal Services, Community Nursing, Psycho-Social Rehabilitation, Homelessness, Family Violence, Youth, Community Development, Health Promotion, Senior Adult, Disability and Carers. Information regarding the history and philosophy of GCH may be accessed via the www.grampianscommunityhealth.org.au website.

Vision Statement: “Vibrant & Healthy Communities”

GCH, in collaboration with the communities we serve, will provide excellence and leadership in the development and delivery of primary health care and community services. GCH will facilitate the achievement of healthy living for all throughout the Grampians/Wimmera.

BACKGROUND OF THIS POSITION

GCH Administration provides welcoming, professional and timely initial contact for all people accessing GCH sites located in Ararat, Stawell and Horsham.

GCH Administration supports GCH staff to ensure the smooth operation of the organisation

GCH Administration assists to facilitate the GCH Central Intake System through identification of initial needs for people accessing GCH programs and/or programs external to GCH.

THE PRIMARY PURPOSE OF THIS POSITION

Key aims and objectives, within the frame work of the Peak Policies of GCH:

GCH Administration ensures that all aspects of reception and administrative duties are performed in an effective, timely & professional manner to ensure the smooth running of the organisation.

EXPECTED OUTCOMES / KEY MEASURABLE:

Key Tasks and Responsibilities

Accountable for:

Customer Service

1. Greeting all people attending GCH in a timely manner by welcoming, directing and announcing them appropriately.
2. Answering, screening and forwarding incoming phone calls and providing information as required.
3. Creating, maintaining and displaying all relevant site specific/ organisation information, including working hours, closures etc.
4. Supporting the GCH Central Intake system as required by:
 - Identifying consumers initial needs
 - Directing these consumers to appropriate programs
 - Utilising Client Pathways intake systems e.g. Intake Log
 - Having an excellent working knowledge of the GCH service directory/programs and external services

Staff Support

In consultation with the Client Pathways manager:

5. Assisting to maintain a well ordered reception area.
6. Providing support to staff to utilise equipment such as binding, photocopier, etc.
7. Support staff/site meetings by taking, collating and distributing minutes.
8. Receiving, distributing and posting mail and deliveries
9. Making bookings, phone calls, receiving event RSVPs, word processing, receiving payments through credit card or cash etc.
10. Supporting staff with the creation and borrowing of Swipe/staff identification cards and keys.
11. Providing administration support to programs as appropriate.

Managing organisational systems including:

12. Receiving, documenting and distributing GCH emails, electronic faxes and media information as required.
13. Referring phone list updates to Corporate Administration Support for updating
14. Receiving and receipting payments through cash or credit card and sending information to finance for invoicing purposes.
16. Provide reception orientation for new staff, volunteers and students as required.

KEY SELECTION CRITERIA:

GCH Standard

11. Advocacy at all levels
12. Work within privacy guidelines in a small community
13. Have the ability to prioritise and contain the work load when necessary
14. Work with a deep understanding of the social model of health and how it relates to wellbeing and good health outcomes
15. Understanding and knowledge of and belief in Quality Assurance
16. Well-developed computer, written, oral communication and interpersonal skills
17. Understanding of the rural community.
18. Understanding of health promotion and the ability to work within this framework
19. Clear understanding of the mandating process and an ability to work effectively with involuntary clients.

ROLE SPECIFIC

Proven ability or track record of:

1. Ability to assess situations related to reception and provide solutions

2. Excellent working knowledge of staff and staff movements across all GCH sites

ROLE AND RESPONSIBILITIES:

GCH Standard

1. Work collaboratively with key stakeholders to determine areas of collaboration and develop a solution approach.
2. The ability to recognise service and policy deficiencies and identify and analyse potential options / strategies to address these
3. Ensure that clients and community members are included in the decision making and work of GCH programs and projects
4. When a service and/or policy is identified as not working well, analyse potential options / strategies to address these and get this information to the relevant Core person or sub - committee to be debated and changed.
5. Use a flexible approach when dealing with issues and people but based on sound risk management.
6. Make sure deadlines are met particularly for reports, data collection and client issues.
7. Model GCH philosophy, ethics and values.
8. Use well developed communication, consulting and negotiation skills. Evaluate and act to improve.
9. Work in a team, across GCH and independently when each is necessary.
10. Be able to maintain client confidentiality and a clear understanding of rural confidentiality issues.
11. Actively participate in Quality Assurance at GCH - this range from meetings, professional supervision and trainings. Participation in Health Promotion/ Education activities.
12. As part of the wider GCH team, participate in the daily activities required for the smooth running of the organisation.
13. GCH is an NDIS service provider. Your expertise may provide opportunity for you to work with NDIS participants over and above this role.

QUALIFICATIONS AND EXPERIENCE:

Qualifications and/or experience in administration.

OTHER CONDITIONS:

1. This position **does not require Overtime**.
2. All GCH employees are required to have a current licence to drive a motor car.
3. The organisation's **cars can be used for work** related activities, depending on availability. Use of own car will be reimbursed at the modified RACV mileage rate. **Note:** *The use of a private vehicle to travel in excess of 40km return needs to be approved in advance by the Program Manager, Finance Manager or the CEO*
4. Ensure knowledge of current GCH Occupational Health and Safety policies as they relate to this sphere of work. **Occupation Health and Safety (OHS)** is a shared responsibility at GCH.
5. GCH understands that "**normal working hours**" are between 8am - 6pm Monday to Friday. Appointments, programs and other work may, at times, fall outside these hours but for OHS reasons are subject to the signing of the "Time sheet".
6. **Superannuation** contributions will be paid by Grampians Community Health in line with the Superannuation Guarantee Act
7. All permanent GCH staff has access to **salary packaging** which is offered in line with current legislation. The employee will incur any costs or liabilities associated with these requirements during the period of the contract

8. A National **Police Check** and **Working with Children Check** and **Disability Worker Exclusion Scheme (are required)** and will be carried out at the GCH's expense prior to commencement of employment.
9. Grampians Community Health is an **Equal Opportunity Employer** and a smoke free workplace.
10. **Risk management responsibilities** - all staff members are to:
 - understand and observe **Risk Management Policy (1.4) and (8.1 to 8.8)**, strategy and related procedures
 - assist in the identification and management of risks to be entered into the **Risk Register**
 - contribute to the development and implementation of **Risk Action Plans**
 - identify, evaluate and mitigate risks associated with their agreed success measures
 - provide timely assistance when requested information in relation to any insurance claim or risk management issue
 - make prevention a priority whilst undertaking daily tasks in the centre's operations

PERSONAL LEAVE: Included in Casual loading

ANNUAL LEAVE: Included in Casual loading

CONFIDENTIALITY:

Definition of confidential Information

In this agreement, "Confidential Information" includes confidential and proprietary information and various know-how, processes, computer software and related data documentation owned or by GCH or its clients, marketing strategies, customer requirements, all clients information, customer lists, employees' information, methods of doing business, the financial affairs of GCH and other confidential business information which belongs to GCH or its clients.

It is mandatory that all employees respect the rights of clients confidentiality. Within the building and between professional staff, there can be "team" confidentiality under agreed circumstances but this should be cleared first through the client. Under NO circumstances should a client be discussed or commented on by employees outside the agreed circumstances – see current Policy documents

- By signing this Position Description, I agree to retain all Confidential Information in the strictest confidence. I will not disclose any Confidential Information to any person. I will not use for my own purposes or for purposes other than those of GCH, any Confidential Information which I have acquired in relation to the business of GCH, its affiliates, clients, employees or either. I acknowledge that the obligation to disclose to others or use the Confidential Information continues in effect following the termination of my employment with GCH, for whatever reason, unless I obtain the prior written consent of the Chief Executive Officer or Board of Directors.

I understand my obligations under this agreement, not to use or improperly disclose to others Confidential Information, shall remain in effect until the date upon which the Confidential Information has been publicly disclosed in a manner authorized by GCH or its affiliates or otherwise has become known to others, without my breaching this agreement.

In the event of you finish your employment with GCH it is mandatory that all exited employees respect the rights of clients to still have their confidentiality upheld. Under no circumstances should a client be discussed or commented on by an exited employee.

As part of the GCH team, you have been privy to much commercial in confidence information about GCH business and forward plans – it is a requirement that you keep this confidential after leaving us.

Specific grounds for disclosure

Circumstances when the interest of the community or other individuals outweigh the interest of consumer, information may be disclosed without consulting the consumer, for example when there is a serious threat to public health, safety or welfare.

ETHICAL PRACTICES

This position is to be delivered always consistently with the Grampians Community Health Code of Ethics.

CONFLICT OF INTEREST

Staff must ensure that they understand potential or actual conflict of interest vis a vis their position at GCH if they are also employed in either their own business or another health/welfare agency, and take the relevant steps to ameliorate this conflict. The CEO must be made aware of any potential, actual or perceived conflicts of interest and agree to the management of these conflicts

I agree to abide by the policy and procedures of GCH -copies available from Manager and internal network

Grampians Community Health is proud to be an accredited White Ribbon Workplace, accredited by the Quality Improvement Council, QIP Community Organisation of the Year finalist and has the Rainbow Tick.

Appendix for Grampians Community Health Position Descriptions 2017

Philosophy Base:

GCH's Philosophy is grounded in the Ottawa Charter for Health Promotion (WHO 1986), the Jakarta Convention (WHO 1996) and the Health Development Paradigm now better known as the Social Model of Health, and more recently the Victorian Charter of Human rights and Responsibilities.

The process of information, skill development, empowerment, community collaborative ventures, resilience and self-responsibility embedded in a caring framework of non-judgemental acceptance of diversity underpins the GCH approach to both its staff & clients.

Management philosophy is loosely based around the Deming Management Philosophy, Social Model of Health for staff, Total Quality Improvement and Facilitatory Management

GCH Management Structure:

GCH has a collaborative management approach which harnesses knowledge, wisdom and experience from across the organisation. There are four main levels of leadership with specific levels of responsibilities:

- The Board of Directors
- The Chief Executive Officer (CEO), who is also the Company Secretary
- The Management Support Group (MSG), and
- CORE – a team consisting of the CEO, MSG members, and Program/Team Managers where many of the operational decisions are discussed and made

Sub Committees:

- Ethics
- Finance & Risk
- Intake Coordination
- OH&S
- Quality Improvement Reference Group
- Rainbow Committee
- Staff Conference Committee

Accreditation & Quality Standards:

GCH has an embedded culture of Continuous Quality Improvement and participates in external quality reviews and accreditation processes.

- **QIC** – Quality Improvement Council Standards. A whole-of-organisation continuous quality improvement approach with the aim of increasing organisational capacity.
- **Home Care Standards** – continuous improvement approach for Commonwealth Home Support Program providers, with a focus on the needs and preferences of care recipients.
- **Human Service Standards** - service quality standards that embed and promote rights for people accessing Victorian Department of Health & Human Services funded programs.



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- **Rainbow Tick** – inclusive practice standards to ensure safe service delivery for Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people in our community.
- **Victorian Child Safe Standards** – Compulsory child safe standards based on belief that all children have the right to feel safe and to be safe all the time.
- **White Ribbon Work Place Accreditation** - recognises workplaces that are taking active steps to prevent and respond to violence against women.

Refer to the Grampians Community Health Vision and Values Document on the website www.grampianscommunityhealth.org.au for further information.