



RUMBALARA
ABORIGINAL CO-OPERATIVE LTD.

Health Administration/Program Co-Ordinator

Position title	<i>Health Administration/ Program Co-Ordinator</i>
Position number	<i>ASO1</i>
Employment status	<i>Full time</i>
Department	Health and Wellbeing
Location	Rumbalara Road, Mooroopna
Position reports to	<i>Practice Manager of Clinical Services</i>
Award	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
Classification	<i>Administrative grade 5, Level 1 (Paid above award)</i>

ABOUT THE ORGANISATION

Rumbalara Aboriginal Cooperative (RAC) is recognised as a leader among Aboriginal community-controlled organisations, maintaining a high profile in the public and private sectors across research, consultancy, policy development, and partnerships. RAC operates in a culturally appropriate, sensitive, community-controlled environment that maintains a holistic approach to service provision and emphasises the importance of family and community.

RAC has been a resource, service provider and enabler of the Aboriginal and Torres Strait Islander communities of the Greater Shepparton region since 1980. RAC is a cooperative working to provide a range of supports and services including:

- Health and Wellbeing
- Positive Aging and Disability Services
- Justice and Community Services
- Asset and Infrastructure Services / Housing
- Engagement & Family Services
- Corporate Services

RAC has an annual budget of \$30 million and a workforce of approximately 240 people. RAC is a significant employer and economic contributor to the region and plays a high profile leadership role as one of the larger Aboriginal organisations in Australia. RAC is committed to ensuring the Aboriginal people in the Goulburn Valley have certainty of access to community-controlled services.

ROLE PURPOSE

Reporting to the practice manager, The Health Administration/Program Co-ordinator will lead a multidisciplinary team of administration and program delivery staff. This role has a strong focus on risk management, system

development and service co-ordination. This position also has a key focus ensuring Rumbalara Health service meets all funding and reporting compliance in a timely manner.

KEY SELECTION CRITERIA

Qualifications and Registrations:

Any relevant administration qualification

Knowledge and skills:

- A demonstrated knowledge of the local Aboriginal and Torres Strait Islander community and culture and an understanding of factors that influence their health and wellbeing
- Excellent administration and multi-tasking skills
- Strong verbal and written communication skills to interact effectively with patients, healthcare providers, and administrative staff. Ability to convey information clearly and professionally.
- Ability to prioritise workload and manage time effectively to meet deadlines
- Well-developed computer skills with a good knowledge of Microsoft Word, excel and Power Point
- Ability to maintain a high level of confidentiality
- Flexibility and adaptability to respond to changing priorities, unexpected situations, and evolving healthcare regulations or industry trends
- Experience in managing a multidisciplinary team

KEY RESPONSIBILITIES

1. Technical Capabilities

- Provide quality, proactive and professional leadership to administrative staff and program staff
- Overseeing the planning, development, and implementation of healthcare programs or initiatives.
- Directing and supervising staff - Providing regular supervision and performance feedback to program staff, setting clear expectations, and supporting their professional growth and success.
- Fostering a positive and collaborative team environment among program staff, promoting open communication, trust, and respect, and encouraging teamwork and mutual support.
- Developing and implementing outreach initiatives to engage the community and raise awareness about healthcare programs and services.
- Identifying funding opportunities, writing grant proposals, and engaging in fundraising activities to support healthcare programs.
- Communicating program updates, outcomes, and challenges to stakeholders through written reports, presentations, and other channels
- Assist with the onboarding process for new employees, including preparing onboarding materials, coordinating orientation sessions, and setting up new employee accounts.
- Maintaining accurate records and preparing reports as required by management. This may include compiling data, analysing trends, and preparing summary reports or presentations.
- Ensuring the clinic is meeting its reporting and contractual obligations, this includes completing funding reports for RWAV, PHN and other funding agencies
- Monitor key performance indicators (KPIs) related to practice operations, such as patient satisfaction scores, appointment wait times, and revenue metrics. Compile and analyse data to identify areas for improvement.
- Perform and complete any reasonable duties relevant to the position as requested by the Practice Manager of Clinical Services / Executive Manager Health & Wellbeing

2. Behavioural Capabilities

- Act at all times to protect the right of the clients, including culture, confidentiality, privacy, individual choice and decision-making

- Demonstrate commitment to the Co-operative's values and behaviours - serve the community, work together, act with integrity and respect other people (a copy of this is available to view)
- Provide support and proactively engage with the clients and broader community
- Establish and maintain relationships with clients, community and Rumbalara staff and team members

3. Administrative Capabilities

- Attend staff meetings
- Submit accurate timesheets and claim forms (if applicable) in a timely manner
- Participate in service training programs as organised by Rumbalara and / or any other training to upgrade skills
- Ensure that all statistical data / record-keeping and other documentation are completed and forwarded on time
- Follow correct policy and procedure directions at all times
- Contribute to and support the organisation's systems and processes for managing safety, quality and risk; observe and report hazardous situations or behaviours

EMPLOYMENT CONDITIONS

- Have a current National Police Check
- Hold Valid Driver's License, without restriction
- Hold current Employee Working with Children's Check [remove if not applicable to the role]
- NDIS screening check [remove if not applicable to the role]
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentiality agreement on appointment to the organisation
- Probationary / qualifying periods apply to all positions
- All staff are required to adhere to the Code of Conduct of the Co-operative (available to view)
- All staff are required to follow the policies and procedures to the department and the Co-operative (manuals are available to view)
- A commitment to equal opportunity and Occupational Health and Safety principles and practices is required
- Salary packaging is available to permanent part time and full-time staff
- Tenure of positions at RAC will be tied to existing contracted funding arrangements