



**RUMBALARA**  
ABORIGINAL CO-OPERATIVE LTD.

## Business Support Officer

<b>Position title</b>	<i>Business Support Officer- Health &amp; Wellbeing</i>
<b>Position number</b>	<i>BSO-01</i>
<b>Employment status</b>	<i>Fulltime</i>
<b>Department</b>	Health and Wellbeing
<b>Location</b>	Rumbalara Road, Mooroopna
<b>Position reports to</b>	<i>Supervisor</i>
<b>Award</b>	Aboriginal and Torres Strait Islander Health Workers and Practitioners and Aboriginal Community Controlled Health Services Award 2020
<b>Classification</b>	<i>Administrative Grade 4 (Above award rate – depending on qualifications/experience)</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 300 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

The Business support officer is responsible for providing high level and efficient administrative support to the Executive manager, Clinical Services Manager and staff.

## 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
- Excellent written and verbal communication skills
- 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

## KEY RESPONSIBILITIES

### Technical Capabilities

- Provide quality, proactive and professional administrative support to the Executive manager, clinical services Manager and staff
- Set Agenda's and take minutes of Managers meetings, unit area meetings
- Assist with recruitment for vacancies, including the creation of position descriptions
- Accounts administration, purchase orders and invoices
- Provide administration support to chronic care Co-Ordinator in processing CCSS claims
- Booking allied health specialists and room rostering
- Support quality improvement processes across health & wellbeing with emphasis on medical & dental accreditation
- Manage Fleet including maintaining car vehicle logs and ensure vehicles are up to date with servicing
- Ordering of stationery and general office supplies
- Assist Doctors, nurses and allied health specialists with faxing, mailing etc.
- Liaise with building management and organise staff swipe cards and building access
- Assisting with the onboarding of new staff members
- Work in a team environment, including relief work within reception when required
- Collect staff timesheets for managers approval
- Book patient specialist accommodation
- Perform and complete any reasonable duties relevant to the position as requested by the Manager / Executive Manager RAC

### 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

### 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
- NDIS screening check
- Covid Vaccination Certificate in accordance with the government guidelines
- All staff are required to sign a confidentially 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