



**Recruitment
Information Package.
Assisting you in your application to join
our team.**

www.ireach.org.au - (08) 8531 1303

“Healthy and resilient people and communities”



Vacancy Information:

Position: *Program Support /Administration & Office Support*

Salary: *Remuneration will be negotiated depending on skills, experience & qualifications. Additionally, you will be offered a range of outstanding benefits including generous salary packaging options, five weeks Annual Leave, and a flexible and supportive working environment*

Status: *Full time*

Closing Date: *Friday 2nd June 2023*

iREACH Rural Health (formerly Murray Mallee GP Network) provides health services in regional South Australia. Our team is continuing to grow, and this exciting opportunity will allow the right candidate to make a difference in our communities.

To learn more about our organisation, visit: www.ireach.org.au/About-Us

About the roles:

An exciting opportunity has arisen within our growing organisation.

- To work within the headspace Mount Barker team to be the first point of contact for telephone calls and enquiries at the reception area
- Opportunity to work with a holistic team

About You:

- Ability to work independently and demonstrated capacity to maintain confidentiality
- Quick thinker and thrive on multi-tasking
- Be enthusiastic and motivated with a positive outlook
- Experience in providing effective client/customer contact and professional, courteous service provision
- Department of Human Services Working with Children Check and Vulnerable Person Related Employment Screening checks – or be willing to obtain

What's in it for you?

- A flexible and supportive working environment
- A competitive salary in recognition of your qualifications and experience
- Modern and welcoming office spaces
- 5 weeks of annual leave
- Training Opportunities
- Generous salary packaging options to increase your take-home pay
- Birthday Leave – a paid day off to celebrate

Applications close 5pm Friday 2nd June 2023.

- Job description and advice on how to apply can be obtained on our website: www.headspace.org.au/mountbarker
- Copy of your resume, and an application addressing the job and person specifications, should be forwarded with the names of two current referees, to the Centre Manager, Ingrid Puisse via email ingridp@ireach.org.au

Applications are reviewed as they come, so do not wait for the closing date, apply today!

For more information, contact Ingrid Puisse, Centre Manager 08 8398 4262.

We are an equal-opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities, including Aboriginal and Torres Strait Islander people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities.

“Healthy and resilient people and communities”



Please be aware that only shortlisted candidates will be contacted. We are an equal opportunity employer and value each person's uniqueness. We embrace diversity and welcome applications from people of all backgrounds and communities including Aboriginal and Torres Strait Islander people, people of all ages, genders, ethnicities, religions, cultures, sexual orientations, people with lived experience and people with disabilities

This information package contains information about the iREACH Rural Health Inc, and guidelines on submitting your application.

You will find within this information package:

- An overview of the iREACH Rural Health Inc**
- Position Description & role requirements.**

How to apply:

Applicants are requested to send a copy of your resume, and application addressing the job and person specifications and forwarded with the names of two current referees, to the Centre Manager, Ingrid Puise via email ingridp@ireach.org.au

About Us:

Established in 1995 as the Murray Mallee Division of General Practice, the organisation has evolved to become the **iREACH Rural Health**, a primary care provider to the Country SA PHN, and other government and non-government funding bodies. Our current programs have been funded in response to identified needs in the community and services include:

Youth Mental Health:

We are the lead agency for headspace Murray Bridge, headspace Mt Barker and headspace Victor Harbor which provides holistic early intervention services through a range of primary health care providers and consortium partners.

Mental Health Team

Mental Health Clinicians provide from our Adelaide Road offices and through General Practices in outlying communities including, but not limited to Karoonda, Mannum, Taillem Bend and Meningie.

Demography:

The iREACH Rural Health is based in the major population centre of the region - the Rural City of Murray Bridge. It includes an area of 23,000 square kilometres from the eastern Adelaide Hills through to the Victorian border.

The Princes Highway and rail route from Adelaide to Melbourne pass through the region. The River Murray, Coorong and Murray Mallee areas are significant environmental features.

The general practitioner workforce in the region operates from practices in seven towns, with outreach Clinics to some smaller communities. In addition, there are regular placements of students, registrars, trainees, and interns within our practices.

The iREACH Rural Health is fully accredited under TQCSI. Our accreditation status is oversighted

“Healthy and resilient people and communities”



and maintained by our internal Quality, Risk and Safety practices, which aims to build, maintain, and support a culture of continuous quality improvement with a proactive approach to risk management and work health & safety.

iREACH Rural Health abides by the Ombudsman SA Information Sharing Guidelines (ISG) and ensures all our staff are appropriately trained in the ISG. For further information on the ISG, go to: <http://www.ombudsman.sa.gov.au/isg/>

Seeking employment with the iREACH Rural Health:

Job seekers considering employment with the iREACH Rural Health should understand that our recruitment process is similar to that of the public sector. This may be different in some respects to the process used in the private sector. This document will help you to understand our recruitment practices.

Broadly speaking, our recruitment is based on the merit principle. Each position has selection criteria, described in the job and person specification. The selection process involves assessing an applicant's suitability for the position, based on a comparison of their relevant skills, experience and qualifications in terms of the position's requirements. The person who is best able to demonstrate the match of their knowledge, skills, and abilities with the requirements of the job, will win the job.

All applications are closely scrutinised to determine if the applicant meets the selection criteria. Failure to address the selection criteria will result in the applicant not being considered for an interview. It is essential that your application meets the specific requirements that are set out in detail in the information package provided by the iREACH Rural Health.

When advertising vacant positions, we provide information packages that set out the selection process, the type and format of information required from applicants and a copy of the current position description, along with contact details of officers within our organisation who can provide additional information.

If you are interested in applying for a position with the iREACH Rural Health, you may find the following information useful:

- 1) Do not apply for a position by just submitting a resume – in most instances it is only used to provide background information and alone will not get you an interview.
- 2) A resume may be attached to an application, but it should complement the information provided in the application and focus on the broader skills and competencies
- 3) Address the advertised selection criteria. Each criterion should be carefully examined to fully understand the requirements of the role. Some criteria may contain multiple requirements, look for action verbs and conjunctions. Failure to respond to even one part of criteria could result in the application not moving to the interview stage.
- 4) The selection criteria can be addressed in “dot point” form or in paragraphs; there is no specific requirement, unless otherwise stated. However, as indicated previously, the quality of the document may provide an advantage, provided the content relates to the position requirements.

“Healthy and resilient people and communities”



- 5) Follow the application instructions provided, complete any forms, and provide accurate, verifiable information. If you provide false information in your application and this is discovered after you have been appointed, it can lead to dismissal.
- 6) Try to find out as much information as possible about the agency. The iREACH Rural Health website www.mmgn.org.au contains a lot of useful information.
- 7) Check and recheck your application document, do not rely on your computer's "spell check". Get a friend or family member to read the document.
- 8) If you are invited to an interview, it is highly likely that you are one of several candidates considered suitable for the role. The interview may involve at least three panel members.
- 9) Candidates for interview are asked the same questions and your responses are compared with those provided by the other candidates.
- 10) Your preparation for the interview is the same as for any job interview, i.e., dress appropriately, pay attention to your grooming, arrive slightly early – do not arrive late, read any pre-interview material carefully, listen attentively, think before answering questions, speak clearly, be confident, always ask questions if invited to do so and thank the panel for the opportunity.
- 11) If you are unsuccessful, you should contact the interview panel convener to get some feedback on your interview performance. The information provided will help you to improve your approach to future employment opportunities. You can also request feedback at the application stage if you were not successful in being shortlisted for an interview.

Adapted from article by Greg Lewis, AACC Member, www.workplace.gov.au

JOB AND PERSON SPECIFICATION

Title of Position: Administration and Office Support

Classification: IREACH EBA 2017 IREACH 2
(Dependant on qualifications & experience – salary sacrifice arrangements are available)

Status of Employment: Contract position
(Possibility of extension subject to performance & continued funding)

Approved by Chief Executive Officer: May 2023

COMPANY

The Murray Mallee Division of General Practice (iREACH) was established in 1995 as a member-based, not-for-profit, incorporated body registered under the Associations Incorporation Act 1985. It was funded through the Divisions of General Practice Program with the stated aim to *“Improve health outcomes for patients by encouraging GPs to work together and to link with other health professionals to upgrade the quality of health service delivery at the local level”*.

During the period of government health reform from 2013-14, the organisation evolved to become an independent provider of primary health care services, predominantly funded through the Country SA Primary Health Network (PHN) and other levels of government and Medicare-funded services.

Our **organisational governance** is overseen by a skills-based Board, including elected and appointed members with identified skill sets. Our **clinical governance** is overseen by a regional group of primary care clinical leaders and managers. Quality improvement and the promotion of service excellence through best practice are the central focus of our work. **Community and consumer engagement** in the planning, managing, and evaluating of our services are integral to our operations.

We provide continuing professional development programs, which our local GPs and medical specialists highly value. We also offer education and support programs for practice managers, nurses and allied health clinicians.

Our core business includes primary health, mental health and AOD health services to our local communities. In addition, we offer outreach services to smaller and geographically isolated communities and provide services at low or no cost to clients.

The organisation is administered from its premises in the Rural City of Murray Bridge. Clinical services are provided on-site, with a serviced reception area and consulting rooms utilised by a range of private and project-funded allied health professionals. In addition, youth mental health and drug and alcohol services are

provided through the **headspace** Murray Bridge (and the **headspace** Victor Harbor satellite site) and **headspace** Mount Barker.

Outreach services are provided to larger towns, including Mannum, Meningie, Tailem Bend and Karoonda. One of our most outstanding achievements has been the significant improvement in access to allied health services for our isolated rural communities.

iREACH employs or contracts a range of allied health workers within its suite of funded programs and private providers. This includes nurses, psychologists, social workers and AOD Workers. In addition, organisational and clinical managers support the qualified and experienced allied health workforce; and comprehensive program guidelines, policies and procedures.

ABOUT HEADSPACE

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12 to 25-year-olds. **headspace** has 149 centres across Australia in metropolitan, regional and remote areas and online and phone support services through eheadspace.

headspace can help young people with mental health, physical health (including sexual health), alcohol and other drug services, and work and study support. Centre details, as well as factsheets and resources for young people and their families and friends, can be located on the **headspace** website: headspace.org.au

The mission of **headspace** Murray Bridge, Mount Barker & Victor Harbor is to reduce the burden of disease in young people aged 12-25 years caused by mental health and related substance abuse disorders through early identification and effective, evidence-based intervention delivered by primary care and specialist providers working together within a unified, accessible and integrated service framework. In addition, headspace provides services to young people with moderate to severe mental health through youth complex care funding.

headspace Murray Bridge, Mount Barker & Victor Harbor is funded through the Country SA Primary Health Network.

What is the role of a lead agency?

The **headspace** Murray Bridge, Mount Barker & Victor Harbor programs is under the auspices of iREACH as the Lead Agency and is supported by a range of consortium partners who share the headspace vision.

A lead agency leads each local headspace Centre on behalf of a regional partnership of organisations responsible for delivering mental health, drug & alcohol, primary care services and community-based providers of vocational assistance and training.

Lead Agencies are locally based and run services that share a headspace Centre's vision and ensure this is appropriately meeting the local community's needs.

JOB SPECIFICATION

At iREACH, we have a clear vision of where we are heading as an organisation. Our vision and core values clearly communicate and reinforce how we will get there. Our core values provide the basis of our team conduct and underpin our corporate character and organisational culture.

VISION

Healthy and resilient people and communities

CORE VALUES

inclusivity and diversity

Respect and compassion

Empowerment

innovAtion

Connection

Hope

1. Purpose

iREACH job specifications provide employees with a description of specific role expectations and functions. The roles and responsibilities reflect our values and ensure accountability toward achieving the iREACH vision. We seek to be a responsive and flexible organisation, and it is anticipated that individual roles will change over time. Job specifications will change with them. Role descriptions need to evolve and continue to be correctly classified as these changes occur. The duties and responsibilities outlined should not be considered definitive.

2. Role Description

The Administration & Office Support Worker is responsible for providing a high level of service to internal and external customers of iREACH through the delivery of a confidential, friendly and proficient front desk and administrative support service.

3. Role Accountabilities

- Reports to the Centre Manager.
- Works with all iREACH Administration and Office Support Worker Staff
- Works with a range of internal and external stakeholders and clients

4. Key Performance Indicators (KPIs)

KPIs are set measurable and achievable goals for improving core business activities and delivering on contractual objectives. KPIs will align with changing business requirements.

- The employee is required to deliver the prescribed KPIs for the role.
- Individual role KPIs are documented annually and will be measured to evaluate the employee's performance.
- KPIs will be assessed regularly through structured face-to-face discussions.

5. Delegated Authority

The employee is required to comply and refer to the Corporate Governance Policy: 'Delegation of Authority' and associated Schedule for the authority levels assigned to this role.

6. Customer Service

It is the responsibility of all employees of iREACH to maintain agreed customer service standards to both the external and internal customer base.

7. Reporting/Working Relationships

- May represent iREACH at local, regional, state and national meetings, conferences, and other relevant

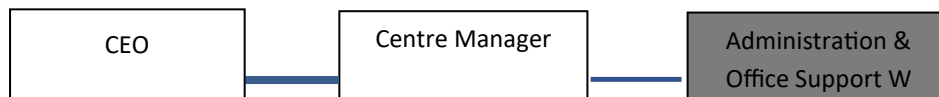
“Healthy and resilient people and communities”



forums.

- Participate in Performance Review & Development Appraisal at least every 12 months.
- The Administration & Office Support Worker is responsible for practising within the philosophy of iREACH, its aims, policies and protocols, and the standards of the incumbent's professional discipline.

8. Organisational Chart



9. Special Conditions

- Some after-hours work may be required, for which time in lieu (TOIL) may be taken
- Current SA driver's license essential
- iREACH vehicle is available for work purposes. If the use of own vehicle is required for work purposes, reimbursement will be made as per the rates determined by the relevant Modern Award.
- Further contracts will be subject to performance and ongoing funding.
- Participate in Performance Reviews & Development Appraisals at least every 12 months
- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Exercise delegated authority in accordance with the Corporate Governance Policy: 'Delegation of Authority'.

10. Child Protection

- As per the South Australian Children and Young People (Safety) Act 2017, the successful applicant will be required to demonstrate that they hold a current National Police Certificate before employment.
- iREACH Rural Health requires all staff to undertake the following Department of Human Services (DHS) screening checks:
 - Working with children check (WWCC)
 - Vulnerable Person Related Employment Screening
- The incumbent is required to either currently hold or be trained in (within the first three months of employment) Child Safe Environments.

11. Work Health and Safety

The Administration & Office Support Worker is required to:-

- Take responsibility for effectively checking (monitoring, observing, inspecting and auditing) to ensure that risk-based management systems and plans are in position and successfully implemented
- Acquire and keep up-to-date knowledge of work health and safety matters
- Ensure that appropriate resources and processes are available and utilised to enable hazards associated with the operation of the role are identified and risks eliminated or minimised
- Ensure that the appropriate process is followed for receiving and considering information regarding reported incidents/hazards and risks, and these are responded to in a timely way
- Ensure as far as reasonably practicable that employees, visitors and contractors, whilst at an iREACH worksite, are safe from injury and risk to health
- Provide adequate information, instruction, training and supervision of all employees in matters relating to WHS
- Provide adequate resources to maintain and continuously improve system performance, including maintaining ongoing compliance with legislation, standards, principles and guidelines.

The employee is responsible for protecting their own health and safety at work, as well as co-workers & clients.

The employee is responsible for abiding by the organisation’s WH&S policies and direction as set out in iREACH’s Standard Procedures Operation Manual.

The employee shall avoid adversely affecting the health or safety of any other person through any act or omission at work and in particular, so far as is reasonable, shall:

- use any equipment provided for health or safety purposes
- obey any reasonable instruction that the employer may give concerning health or safety at work
- comply with work health and safety policy in the workplace
- ensure that they are not, by the consumption of alcohol or a drug, in such a state as to endanger their safety at work or the safety of any other person at work.

12. STATEMENT OF KEY RESPONSIBILITIES AND DUTIES

- Provide internal and external clients with professional, friendly, timely information
- Answering phone queries and emails.
- Greeting clients/visitors/deliveries and logging / notifying their arrival as applicable.
- Thorough completion of Opening and Closing procedures
- Ensuring site-specific duties for which the Administration & Office Support Worker is located are undertaken within the site’s needs and directed by the leadership team and the Centre Manager.
- Attend to all internal and external enquiries by phone, email and fax.
- Provide clients and GPs with information on services and the referral process
- Accurate and timely processing of referrals into MasterCare, for all programs to ensure reporting requirements are met
- Provide administrative support to various iREACH programs and service portfolios, Leadership Groups & Staff
- Manage client appointments and billing
- Provide data entry for client information
- Process ingoing and outgoing mail
- Monitor and purchase office supplies
- Assist with computer backup procedures
- Assist with website maintenance
- Prepare agendas, take minutes, organise catering and set up for meetings
- Prepare newsletters
- Contribute to the development of administration policies and procedures
- Participate in continuous quality improvement activities
- Maintain clean and safe meeting (inc group & meeting rooms) and eating areas (kitchen)
- Ensure maintenance and cleaning of work vehicles
- Manage maintenance & upkeep of all equipment, e.g. computers, printers, phones
- Other duties as directed

QUALITY ASSURANCE

The Administration & Office Support Worker will actively support the development and implementation of initiatives to foster continuous quality improvement and assurance. This may include:

- Participate in the review of iREACH’s Annual and Strategic Plans in conjunction with other team members.
- Contribute to best practice standards of service delivery by supporting the implementation of quality management systems, evaluation and reporting
- Ensure the application and fostering within the workplace of the relevant Federal and State Legislation principles, policies & procedures of:
 - ⇒ equal opportunity
 - ⇒ fairness
 - ⇒ honesty and respect
 - ⇒ work-health & safety

“Healthy and resilient people and communities”

⇒ professional Codes of Conduct and Ethics



COMPLIANCE

- Support the aims and objectives of iREACH through understanding and implementation of the iREACH Strategic Plan
- Be aware of and adhere to iREACH's policies and procedures
- Display a commitment and passion for iREACH values
- Employees are required to read, understand and comply with all policies, procedures and any reasonable direction whilst demonstrating professional workplace behaviours in accordance with the iREACH Code of Conduct

13. PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Skills/ Knowledge / Experience

- Well-developed written and verbal communication skills
- Excellent telephone manner
- Familiarity with Microsoft Office Suite (Outlook, Word, Excel, and Publisher)
- Proven database skills and data entry for the update and maintenance of a variety of data systems
- Ability to take meeting minutes
- Good time management skills
- Demonstrated ability in determining priorities and meeting deadlines
- Capacity to represent the organisation in a professional manner and maintain confidentiality
- Ability to work within a multidisciplinary team
- Ability to work unsupervised and use initiative and judgement
- Professionally presented
- Experience in the delivery of a proficient Administration and Front Desk service and in dealing with sensitive and demanding public enquiries by telephone and face to face
- Experience in providing effective client/customer contact and professional, courteous service provision
- A sense of humour

ORGANISATIONAL REQUIREMENTS

The incumbent is obligated to refer to their job and person specification along with IREACH's Manuals and Registers and other relevant Roles and Responsibilities statements as required.

The duties and responsibilities for this position should not be considered as limited to the above activities. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions and staff performance will be reviewed regularly.

End