

Program Support Officer

Permanent Full time (FTE)

Subject to three-month probationary period

Salary: \$63,000 plus generous salary packaging and super

This Recruitment Package contains:

Part 1 – Information about the organisation and the position

Part 2 – Job application guidelines

Part 3 – Position description

PART 1 – Information about the organisation and the position

Rural Health West is an independent non-government organisation with a mission to ensure Western Australian country communities have ready access to high-quality health services through the recruitment and retention of a high quality, sustainable health workforce and the administration of visiting health services to communities.

Rural Health West is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. We encourage people from different backgrounds to apply, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds and people with disabilities.

Further information is available at www.ruralhealthwest.com.au.

The position

This role provides a high level of administrative support with a wide variety of responsibilities within a complex environment.

Program Support Officer

A fantastic opportunity has become available within the Workforce Solutions team at Rural Health West. In this role you will be providing a high level of administrative support to the team. If you enjoy a wide variety of admin responsibilities within a complex environment, we'd love to chat to you.

- Full time (1 FTE)
- Central location in Nedlands, Western Australia
- Excellent remuneration – \$63,000 pa (plus super)
- Tax free salary packaging up to \$15,899 per annum

You will need:

- Excellent administrative skills and experience
- Ability to work autonomously and as part of a team
- Ability to effectively time-manage and prioritise multiple tasks
- Excellent communication and customer service skills

We believe that all Western Australians deserve access to quality healthcare. If you are committed to this vision, then we look forward to receiving your application.

To be considered for interview, applicants must **send a CV and a detailed covering letter** (in Word) addressing the **Essential Selection Criteria** included in the Recruitment Package, which is available at www.ruralhealthwest.com.au/employment, then apply by clicking the pink **Apply for this Job** button above.

For further information, telephone Rural Health West on 08 6389 4500.

CLOSING DATE FOR APPLICATIONS IS TUESDAY 4 JANUARY 2022

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PART 2 – Job application guidelines

Thank you for your interest in applying for a position at Rural Health West. It is important that your application complies with the guidelines below. Your application must be received by 5.00pm on Tuesday 4 January 2022. Late applications may not be accepted.

Please note that the successful applicant will be required to provide a copy of their National Police Clearance Certificate which is less than six months old. Rural Health West policy requires that all of our staff are vaccinated against COVID-19. Successful applicants will need to provide proof of vaccination.

What to include in the written application

- A covering letter containing:
 - the title of the position for which you are applying;
 - a paragraph or two highlighting the main skills or abilities you can bring to the position; and
 - details of how and when you can be contacted if required to attend an interview.
- Your résumé (curriculum vitae) providing your personal details, qualifications and work history.
- Your response to the selection criteria.
- Photocopies (not originals) of your major qualifications.
- Evidence of your eligibility to work in Australia if you are not an Australian or New Zealand citizen or permanent resident.

What happens after the closing date

The selection committee will consider all completed applications. The selection process is usually completed within two weeks of the closing date. You will be contacted again if you are required for interview.

Please note that a representative of the selection committee may call you to complete a telephone interview as part of our shortlisting process to identify candidates for a formal interview. If selected for interview, you may be asked to complete a psychometric questionnaire.

How to prepare for the interview

The interview questions will be job related and based on the Selection Criteria in the Recruitment Package to enable you to provide examples of work situations where you applied the required knowledge, skills and abilities. You may also bring along any reports or examples of your work that you consider relevant for presentation at the interview.

How do I apply

You will need to apply through seek.com.au **HERE**.

Who to contact for more information

Rural Health West Human Resources

T 08 6389 4500

E hr@ruralhealthwest.com.au

Key responsibilities

Provide a high level of administrative support across the various programs within the Workforce Solutions team. These programs include:

- Nursing, Midwife, Dental and Allied Health (NMDAH) workforce recruitment and retention
- Locum services
- GP recruitment and retention
- Future workforce
- Workforce sustainability

Actively contribute to the development of a culture consistent with the values of Rural Health West.

Position relationships

The applicant will work as a member of the Workforce Solutions team, responsible to the Manager, Workforce Solutions. The role will work in collaboration with other team members within the Workforce Solutions department.

Statement of duties

- Provide a high level of administrative support to the Manager, Workforce Solutions and other team members as required.
- Manage the team's record management using Content Manager (aka Trim).
- Assist the Workforce Solutions team with recruitment enquiries and orientation preparation (pre and post) for new placements.
- Assist the Workforce Solutions team with preparing collateral for event attendance.
- Support the rural immersion programs with packing and sorting, for example, the Wheatbelt Medical Student Immersion Program.
- Take editorial responsibility for e-bulletins, for example, monthly NMDAH and fortnightly Locum.
- Maintain relevant databases and participate in data collection, evaluation and reporting activities.
- Assist the team with reporting, including internal and external reporting.
- Take a responsible role in the maintenance and improvement of Workforce Solutions team systems, policies and procedures to ensure its efficient operation in consultation with the Manager, Workforce Solutions and input from the team.
- Assist in the development and implementation of new or existing projects as required, for example, website update and preparation for new website platform.
- Complete monthly credit card reconciliation.
- Provide leave cover for other team members if required.
- Perform reception duties as required.
- Maintain a positive attitude in the workplace.
- Other duties as required.

Selection criteria

Essential

- Relevant administrative experience at an appropriate level.
- Proficiency in a range of Microsoft Office software packages, including Word, Excel, Outlook and Access.
- Well-developed written, verbal and interpersonal communication skills.
- Well-developed organisational skills and attention to detail.
- Demonstrated ability to prioritise workload and meet deadlines.
- Ability to work independently with minimal supervision, as well as multi-task within a team environment.
- Willing to contribute to a positive workplace culture.

Desirable

- Experience with the use of databases and talent management (recruitment) software.
- Knowledge of rural and remote Western Australia.
- Experience or interest in the health industry.

Appointment factors

- Hours of employment are full time, 37.5 hours per week.
- Some intrastate travel may be required. Some additional after hours and weekend work will be required.

Rural Health West values

Living our values

At Rural Health West we have four values that define how we complete business and work with each other and our customers every day. To ensure that we are staying true to these values, we have described and agreed the behaviours that we expect staff to display every day.

Community – we work hard to ensure rural communities have access to quality health services

- We provide solutions and services that support and enable the communities we serve.
- We identify relationships and proactively work on building and nurturing them.
- We respect and value difference and appreciate the views and beliefs of others.
- We foster a culture in which people feel safe to discuss their views and opinions in a constructive manner.

Integrity – we do the right thing, always

- We are consistent in all that we do.
- We complete all interactions with professionalism and respect.
- We listen, ask questions and make informed decisions.

Innovation – we embrace change and strive for improvement

- We seek new opportunities and alternate solutions to achieve our vision.
- We are aware of and adapt to current events and trends that impact our sector and community.

Accountability – we value the trust placed in us by our customers, our partners and our funders

- We embrace our vision, mission, objectives and values.
- We take full accountability for our development and always look for ways to improve our performance.
- We are proactive, individually and as a team, to deliver business results.
- We are risk aware and follow required policies and procedures.