

PROGRAM ASSISTANT JOB DESCRIPTION

Position Title: Program Assistant
Classification: DGP2
Location: FocusOne Health Inc.
3 Riverview Drive BERRI SA 5343

Principles of the Organisation

As outlined in the FocusOne Health Strategic Plan 2015-2017 FocusOne Health adopted the following principles:

FocusOne Health - Connecting health across the community

Strategic Vision

We are the leading partner in improving the health and wellbeing of our community.

Strategic Purpose

We achieve our vision by supporting and providing effective, efficient, innovative and quality primary health care services with General Practice, Primary Health Care Providers and our Community Partners.

Strategic Objectives

To actively lead and foster partnerships and relationships with all key stakeholders that enable collaborative and innovative models of care to deliver health outcomes for the community.

- Actively engage with membership, primary health care workforce and other partners
- Identify and implement Community engagement strategies
- Maintain a strong partnership with CSAPHN including contributing to and building on the CSAPHN needs assessment and population health planning
- Identify and document models of care that contribute to health outcomes

To deliver professional, accessible and equitable services in response to identified community need through pursuing and securing resource opportunities.

- Maintain and further develop services and programs that respond to community need
- Access appropriate funding sources that enable responsive service delivery options
- Ensure that all services meet high standards including evidence base, robust evaluation, viability and compliance

To establish and implement a viable business model for FocusOne Health in response to the changing political, health and local environment.

- Understand all aspects of the environment – political, financial, health and community
- Ensure that all internal structures and systems are robust, accountable and efficient resulting in measureable outcomes
- Focus on the sustainability of existing and future funding options including exploration of value add services on a fee for service basis.

The focus of service delivery is on mental health, youth health, Aboriginal health and health promotion. The Board, Management and staff of FocusOne Health are committed to a quality improvement cycle which provides a range of services and programs aimed at improving the health care outcomes for communities, through supporting local General Practitioners and their practices, and other primary health care providers. This will be achieved by utilising our business objectives as outlined above.

Summary of the Broad Purpose of the Position

The Program Assistant provides a range of program support services for designated programs to assist in the delivery of the FocusOne Health's programs and activities.

The Program Assistant supports FocusOne Health Managers with support services including maintenance of processes and systems that are in line with the business needs of the designated program(s).

The position provides information, supports designated programs, and the implementation of continuous quality improvement activities that will develop the role and foster the development of FocusOne Health's business.

Reporting / Working Relationships

Reports through the FocusOne Health Manager to the CEO and is accountable to the Board of Management of the FocusOne Health Inc.

Close direction and day-to-day supervision may be provided by a Senior Program Officer.

Is a member of the multi-disciplinary FocusOne Health Team and may liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.

Special Conditions

- Some out of hours work will be required and incumbent must be willing to work out of hours.
- Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required.
- A current South Australian Driver's Licence is essential, and use of personal motor vehicle will be required, for which there will be mileage remuneration in line with Collective Agreement and FocusOne Health policy.
- Required to observe all aims, corporate values, policies and protocols of FocusOne Health including maintaining appropriate confidentiality, abiding by and agreeing to the Code of Conduct and Customer Service agreements.

Child Protection

In accordance with the South Australian Children's Protection Act 1993, the successful applicant will be required to attain a National Police Certificate prior to employment.

FocusOne Health require all staff to undertake the following Department Community Social Inclusion (DCSI) screening checks:

- Child Related Employment Screening
- Vulnerable Person Related Employment Screening

Key Responsibilities and Duties



[To be read in conjunction with the Role and Responsibility Statements and project or program guidelines for areas assigned to this position]

Program support and implementation

The Program Assistant is responsible for the provision of a range of support services that assist in the implementation of programs.

- Supporting the delivery of operational program activities, including adherence to processes and procedures in the program support areas of finance; human resources and organisational support; WH&S; communication, marketing and presentations; projects, and events.
- Provides timely and accurate program assistance to enable assigned national, state and non-government funded health programs to be implemented, integrated and articulated appropriately to General Practice and the community.
- Provides information to enable implementation of programs within budgetary and delegation guidelines and in line with funding contract requirements of all assigned programs.
- Assists in organising professional education of General Practice and Allied Health Providers.
- Liaises with relevant agencies to promote effective management of health related conditions within the community.

Service Provision

The Program Assistant contributes to the delivery and reporting of assigned health programs in accordance with agreed client service standards.

- Provides information and support to General Practice.
- Implements best practice and up to date communication with and between stakeholders.
- Participates in the maintenance of data collection systems to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activity and quality measures.
- Participates in community education and promotional strategies.

Quality Assurance and promotion of FocusOne Health services

The Program Assistant supports continuous quality improvement and assurance activities within the Division's quality assurance framework and supports the promotion of FocusOne Health Services.

- Participates in team meetings, staff, program and/or advisory groups and FocusOne Health-wide quality assurance activities.
- Contributes to best practice standards of program service delivery through supporting the implementation of quality management systems, evaluation and reporting.
- Represents FocusOne Health at local, regional, and state meetings and conferences as required.
- Provides assistance in the maintenance of data collection systems relevant to the achievement of the objectives in the strategic plan.
- Participates in ongoing professional development including annual performance reviews.
- Supports the principles of equal opportunity, fairness, honesty and respect and fosters WH&S in the workplace.

Selection Criteria

Essential Minimal Requirements

Qualifications

Experience

- Experience in providing assistance in the implementation of programs and compilation of reports.
- Demonstrated experience in effectively working within and providing support to a multi-disciplinary team.
- Experience in contributing to the development of, and adherence to policies, procedures and protocols.

Knowledge

- Awareness of the role of General Practice in health care.
- An understanding of ethics and confidentiality issues, particularly in relation to the health and medical professions.
- An understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&S Act.

Skills / Abilities

- Effective oral and written communication and interpersonal skills.
- Excellent computing and keyboard skills and proven experience with Microsoft Office suite.
- Ability to work within the organisation's systems so that specific program information is clear, logical and relevant.
- Ability to prioritise tasks, set objectives and meet deadlines in a timely manner and complete tasks to a professional standard.
- Able to be self-motivated, enthusiastic and energetic and adapt readily to change.
- Ability to liaise with a range of stakeholders including members, sponsors/funding bodies, health professionals, other organisations and the community.
- Possess the ability to use initiative in performing roles and responsibilities and a willingness to develop skills or experience to enhance the ability to provide relevant services.

Other requirements

- A current drivers licence, own vehicle and insurance/registration.

Desirable Characteristics

Experience and Knowledge

- An awareness of the procedures for the development of primary health care programs.
- Experience in assisting with health promotion activities.
- Experience in liaising with health related agencies at a local or state level.
- Knowledge of local and regional health services.

Personal Abilities

- Awareness of the role of General Practice in Health Care.

- Ability to interact well with GP's and other health professionals.
- Ability to be innovative and self directed.

Qualifications

- Relevant tertiary qualification in health, behavioural/social sciences, or education and/or business/management.

The duties and responsibilities for this position should not be considered as limited to the above activities. This Job Description should be read in conjunction with the relevant Role and Responsibility Statement(s) for areas assigned to the position. Duties may be added, deleted or modified, in consultation with the incumbent, as necessary. Job Descriptions, Role and Responsibility Statements and staff performance will be reviewed regularly.

Approved by:

Date

Acknowledged and signed by Occupant: *Date*

Name of Occupant: