POSITION DESCRIPTION

SHC Support Officer

Responsible to: Chief Executive Officer (CEO)

Reporting to: Centre Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

- To support the Summit Health Centre to ensure a quality presentation of the building to clients and tenants
- Provide administrative support services to the Organisation and to support the smooth running of the Summit Health Centre
- Provide administrative support to the Centre Manager

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Centre Manager for achieving the expected outcomes of the position and practicing within the philosophy of the Organisation and its aims, policies and protocols
- Reports to the Centre Manager
- Liaises with the SHC Facility Team
- Participates in the Organisation's Staff Performance Review process which is conducted on a regular basis

Culture – To Do No Harm – To Continuously Improve

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

Values and Expectations:

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

Values: integrity, quality, community, collaboration and accountability.

SPECIAL CONDITIONS

- Some out of hours work is required
- Possession of a current valid driver's licence is essential
- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the current Adelaide Hills Division of General Practice Enterprise Agreement

- Initial employment is subject to a satisfactory Working With Children Check and 6 month probationary period

STATEMENT OF KEY RESPONSIBILITIES / DUTIES

Assist in the efficient operation of the Summit Health Centre:

- Provide a professional FOH service to all staff, Tenants, Specialists and visitors to the Summit Health Centre (SHC); and assist with all visitor enquiries
- Assist with Skedda bookings including printing daily and weekly schedules and update outlook calendars as required
- Provide a professional "Meet and Greet" reception service for sessional tenants and Specialists
- Provide full reception services to sessional Tenants and Specialists as required
- Manage all incoming mail for sessional tenants
- Ensure tenant information is kept up to date
- Monitor the SHC Reception mailbox and action as required
- Assist the Tenancies Coordinator with maintaining up-to-date SHC Policies and Procedures
- Provide general administrative support as required as directed by the Tenancies Coordinator
- Provide backfill and support to the SHC Facility Team; including assisting with general housekeeping duties
- Provide event support with function set up, delivery of catering and clean up as required (some out of hours work will be required)

Other Duties

- Participate on internal committees where appropriate and as required.
- Assist with other tasks as directed by the Centre Manager

General

- Demonstrates commitment to the principles of operation contained in the Organisation Quality Manual
- Understands the role and mission of the Organisation and presents this to our clients effectively as an ambassador for Summit Health.
- Operates within the delegated boundaries of the position.
- Attendance at staff/unit meetings.
- Identify opportunities and participates in own professional development.

Work Health & Safety

- The employee has a responsibility, under the WH&S Act (SA 2011), to ensure their own health and safety, and that of their fellow employees, at work.
- The employee has a responsibility to abide by the organisations WH&S policies and direction and set out in the Organisation's Quality Manual.

PERSON SPECIFICATION

Essential Skills, Experience and Knowledge

Education

- Relevant qualifications or relevant experience

Experience

- Demonstrable experience working in an office environment
- Demonstrable experience in a customer service or event management role

Personal Skills/Abilities

- Understand the critical importance of confidentiality that exists in a health service provider environment
- Ability to work autonomously and under supervision
- Have sound judgement and possess effective time management skills
- The ability to take the initiative and the willingness to continually refine skills and abilities
- Professional telephone manner
- Excellent oral and written skill
- High level of attention to detail but understand the 'big picture'
- Proven interpersonal skills at all levels – good team player
- Have a flexible approach to your working day
- Lateral thinker with the ability to contribute to solutions as problems arise
- Identify opportunities for own professional development
- Ability to work under broad direction and apply initiatives and judgement
- Flexibility to work up to 5 days a week when required to backfill leave
- Flexibility to work after hours

Current at: 30 December 2022

SUMMIT HEALTH

Summit Health Cultural Framework

Appendix A

TO DO NO HARM – TO CONTINUOUSLY IMPROVE

	EXPECTATIONS							
	Be Customer Centric	**Be Accountable**	**Be an Engaging Communicator**	**Problem Solve**	**Be Collaborative**	**Be Adaptable and Resilient**	**Inspire Leadership**	**Strategic Innovation**
INDICATORS	• Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE	• Offer and embrace innovative solutions • Take ownership - its ok to make mistakes if we learn from them • Celebrate the achievements! • Be open and transparent • Communicate all progress to your manager and peers • Encourage a solutions-oriented culture • DO NO HARM	• Ask questions and listen to understand • Use positive language • Acknowledge other viewpoints • Understand the views of others before acting • Be clear and concise with your intent, ideas and feelings • Shape the opinions of others by applying these traits	• Analyse the problem not just from your perspective • Consider the options • If you've thought it through, back yourself to make the decision • Make the decision consistent with our values and Strategic Plan • Be creative - think outside the square • Proactively address potential problems • Anticipate • Become the expert in your domain	• Be a team player • Embrace diversity • Acknowledge other viewpoints • Be consultative • Seek consensus where possible • Encourage 'we' language • Be a custodian of team culture • Identify gaps in team culture • Appreciate our great culture, colleagues and opportunities to work and grow	• Accept change and embrace challenges • Be calm under pressure • Take annual leave - recharge batteries • See feedback as an opportunity to grow yourself • Take up prof. development opportunities • Be persistent • Recover quickly from setbacks • Demonstrate emotional agility • Enjoy your work	• Foster and support teamwork - eliminate silos • Lead by example • Develop engaged people and teams • Navigate issues calmly • Cultivate trust • Create an environment for people to thrive in • Inspire discretionary effort • Read the emotional context of a situation • Acknowledge effort not just outcomes	• Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals

February 2020