



# **Biripi Aboriginal Corporation**

## *Medical Centre*

### *Position Description*

<b>Workplace Support &amp; Innovation Officer</b>	
<b>Position Function</b>	This position is responsible for the ongoing implementation and success of the workforce development and innovation. This position will also act as a Training Officer to support Biripi business in their continuous improvement efforts by supporting staff training and development, providing coaching support, and mentoring to individuals in continuous improvement and project methodologies.
<b>Reports to</b>	Chief Finance Officer
<b>Supervises</b>	Nil
<b>Location</b>	Purfleet
<b>Department</b>	Corporate Services
<b>Hours of Work</b>	Full Time – 38 hours per week
<b>Award</b>	ACCHS
<b>Key Responsibilities:</b>	
<p><b>Organisational Development:</b></p> <ul style="list-style-type: none"> <li>▪ Create and document service quality assurance processes to ensure departmental accreditation standards</li> <li>▪ Participate in external accreditations and audits as may be required</li> <li>▪ Foster a culture of continuous improvement within Biripi ACMC</li> <li>▪ In conjunction with the Senior Management Team, develop and implement quality assurance and client satisfaction programs.</li> <li>▪ Oversee quality outputs including the application of innovative work practices and lessons learnt, consistent project management methodologies, tools and processes.</li> <li>▪ Develop and document change including materials to support change and training initiatives.</li> <li>▪ Contributing to the development of an effective knowledge management framework that supports redesign and innovation best practice.</li> <li>▪ Providing input to the overall effectiveness of methodologies and strategies to support continuous improvement activities within Biripi ACMC services.</li> <li>▪ Ensure work projects achieve optimal workforce and health outcomes for stakeholders on time and within budget in accordance with plans</li> <li>▪ Assist in the review of Biripi ACMC policies &amp; procedures to ensure accreditation standards</li> <li>▪ Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment</li> </ul>	

- Support continuous improvement project benefits are captured, tracked and reported on an ongoing basis.
- Monitor and escalate emerging issues and prepare various reports and responses to senior staff in collaboration with the CFO
- Model and demonstrate constructive working relationships and information exchange across the organisation.

**Workplace Learning and Development:**

- In consultation with the Manager and Human Resources officer, co-ordinate the implementation of the Staff Annual Performance Review Program and associated support programs
- Develop useful workforce metrics and reports and coach managers on how to use them strategically to manage their teams
- Contributing to the professional development of staff by providing change management guidance and coaching where appropriate
- Develop and facilitate relevant in-house training sessions / programs
- Assist with the coordination of employee Health & Wellbeing programs including welcome and farewell celebrations
- Routinely monitor and assess employee engagement for quality and adherence to standards
- Other duties as consistent with the position where required and/or requested by your Manager

**Meetings**

- Attend meetings as and when required including all staff and team meetings
- Coordinate and facilitate accreditation meetings with all relevant stakeholders

**Training and Education**

- Design, coordinate and deliver internal training programs in consultation with the Senior Management team
- Coordinate staff training as required within budget parameters
- Ensure the accurate and timely implementation and maintenance of training records in consultation with other Human Resources personnel
- Maintaining currency of all staff mandatory training
- Attend relevant orientation workshops, etc. as required.
- Participate in appropriate education to maintain and develop professional expertise, skill and knowledge.
- Attend ongoing training as required.

**Mandatory Requirements**

- Be aware of Biripi ACMC complaints mechanism and administration procedures to undertake investigations as and when required.
- Work as a member of a team in order to achieve the objectives of Biripi ACMC.
- Confidentiality is a mandatory requirement. Any breach of this requirement may result in instant dismissal.
- Compliance with all policies and procedures of Biripi ACMC.
- Registration with PRODA and other reporting systems
- Report to the HR the next working day any criminal charges & convictions that you incur
- Attend Fire drill annually.
- Attend mandatory training.
- Participate in monthly supervision/mentoring sessions.
- Participate in annual performance appraisal.
- Undergo criminal and working with children checks in accordance with legal requirements.

### **Workplace Health and Safety**

- Lead health and safety initiatives and development of a Work Health and Safety (WHS) culture
- Review committee activities to ensure hazards and unsafe workplace conditions and work practices have been identified, reported and are being acted on. Monitor corrective activities to ensure risks are eliminated, isolated or minimised and maintains the register and reporting requirements of the WHS Management System.
- Be familiar with the WH&S policies and procedures and be responsible for own safety and that of fellow employees, clients and visitors.
- Apply WH&S guidelines and procedures
- Identify and rectify safety hazards if within ability or authority. Alternatively report safety hazards in the workplace.
- Maintain a harassment, discrimination, violence and bullying free workplace.

### **Essential**

- Aboriginality
- Certificate or Diploma level qualification in a relevant discipline and/or substantial experience in a similar role or setting within the health sector.
- Proven capacity to develop, implement and promote Continuous Improvement initiatives, including the capability to plan, manage change, improve performance and project manage.
- Demonstrated ability to engage with employees to ensure work plans are developed and achievable
- Ability to facilitate staff training sessions as identified
- Strong analytical skills including the ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business focused solutions.
- Demonstrated organisational skills and experience working in a high volume and demanding professional environment with a capacity to prioritise competing demands and achieve results with a customer focused approach.
- Proven engagement, collaboration and negotiation skills with a demonstrated ability to build, maintain and use relationships with customers and stakeholders.
- Highly developed verbal and written communication skills, and the ability to engage with Aboriginal people, health practitioners and external stakeholders.
- Advanced computer skills including word processing, spreadsheets, electronic recording systems and data management tools, along with a capacity to implement and learn new software packages.
- Ability to work both independently and collaboratively as a productive team member.
- A current NSW Driver's license

### **Desirable**

- Experience working in an Aboriginal organisation
- Current Advanced First Aid certificate.
- Cert IV in Training and Assessment
- An understanding or experience in various accreditation and audit standards

I agree to abide by Biripi ACMC standards and policies and confirm that I have read and understood the job description and agree to comply with same. Should I not fully understand any aspect of this Position Description I am aware of whom to approach.

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Employee Signature

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Print Name

I agree to abide by Biripi ACMC standards and policies and confirm that I have read and understood the position description and agree to comply with the same. Furthermore, I am aware that a condition of my employment is that I am subjected to criminal record history checks tri-annually. Likewise, I am aware that I must maintain a clear record to remain employed by Biripi ACMC and I am required to inform the CEO of any possibility of my related record being tainted.

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Employee Signature

Date

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CEO

Date