IT and Business Support Officer

12 months fixed term

Applications to be received by Friday, 14 February 2020

This position will be required to split time equally between Kempsey and Port Macquarie working out of two locations. Kempsey will be based at Durri Aboriginal Corporation Medical Service and Port Macquarie will be based at Werin Aboriginal Corporation.

This is an identified role and the successful applicant will need to provide recognition of their Aboriginality.

The Organisation
Galambila is an Aboriginal Community Controlled Health Service located in Coffs Harbour, NSW. IT@RAMS is operated by Galambila and provides information technology and communication services to a consortium of 5 Aboriginal Community Controlled Health Services. These Services run 7 Medical Clinics, along with children, youth and aged care services. This position will be located within two of these Services (Durri and Werin).

Important Information
Galambila is the employing agency for these roles. Galambila is an equal opportunity employer and all applications for vacancies are based on merit. Please note Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent.

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke. Smoking is not permitted at any time in the buildings of the workplace or vehicles of Galambila. Smoking is permitted outdoors within the designated smoking area(s).

Salary
Galambila offers the following attractive salary package for the position of IT and Business Support Officer
- Commencement Salary $47,255
- Additional leave including: 5 days sick leave; 3 days Christmas Leave; and 1 day for NAIDOC celebrations
- Benefits include 11% superannuation, training and development, Employee Assistance program and salary sacrifice (to $31,177)

How to apply
The application pack includes:

1. Applicant Details Form
2. Selection criteria
3. Role description

Candidates will need to complete the enclosed Details Form and provide a brief statement that addresses the selection criteria. Your application must be received by Friday, 14 February 2020. Email to HR@Galambila.org.au

For further information or inquiries please ring Jane Lennis on 02 6652 0850

**Our Community and Clients
A healthy and empowered mob**

APPLICANT DETAILS

Position Applied for

IT and Business Support Officer

Name

_____

Do you identify and are recognised as Aboriginal or Torres Strait Islander?

Yes, Aboriginal ☐   Yes, Torres Strait Islander ☐   Yes, Aboriginal and Torres Strait Islander ☐

No, I don't identify as either Aboriginal or Torres Strait Islander ☐

Address

_____

Suburb, State and postcode

_____

Contact Number   **Alternative Number**

_____

Email address

_____

How did you hear about this vacancy?

If other, please detail:

IT and Business Support Officer

Selection Criteria

Galambila is seeking to employ a highly motivated person in the position of IT and Business Support Officer. This position will be required to split time equally between Kempsey and Port Macquarie working out of two locations. Kempsey will be based at Durri Aboriginal Corporation Medical Service and Port Macquarie will be based at Werin Aboriginal Corporation.

Please note Galambila Aboriginal Health Service considers that being Australian Aboriginal is a genuine occupational qualification under s.14 of the Anti-Discrimination Act 1977 NSW – the successful applicant will need to provide documentation that they are recognised by the Aboriginal Community as being of Aboriginal descent.

Essential
1. Communicator: The ability to talk and provide information, ideas and policy within a business setting.
2. Written communication: The ability to use the written word to communicate ideas and information.
3. Technologically and digitally minded: a good understanding of computers, software, and applications and the ability to use systems. The ability to provide support to people that are not as confident or skilled using computers, software, and applications.
4. Thorough and accurate: the ability to achieve thoroughness and accuracy when accomplishing tasks and the ability to focus your attention to detail.
5. Client focus: The ability to provide a service that meets the clients' needs and the ability to adapt service for different customers and stakeholders.
6. Curious and inquisitive: the ability to search for and find information and solutions.
7. Self management: The ability to manage your own time, juggle priorities, and achieve outcomes.
8. Teamwork: the ability to work well with others to achieve shared goals, take responsibility for achieving your responsibilities and the ability to take direction and accept decisions.

Desirable:
1. Trainer and Presenter: Experience in delivering training and presentations to individuals and groups;
2. Analytical: the ability to understand and work with data and think about different aspects of a business process or system in an organised and structured manner.
3. Experience in a health service and, or working in an Aboriginal Community Controlled Organisation.

Driving Licence:
1. Current 'C' Class driver's licence is mandatory for this role.

Qualifications
There are no mandatory qualifications required for this role, however, the following qualifications are highly regarded.
- Certificate III in Information, Digital Media and Technology;
- Certificate IV in Information Technology;
- Certificate IV in Information Technology Support;
- Certificate IV in Project Management; or
- Certificate IV in Training and Assessment.

Employment Arrangements

An offer of employment is subject to a six (6) month probationary period. This role is advertised as a fixed term contract (up to 12 months). Continuation in the role is subject to funding and satisfactory performance. A review of performance will be conducted 3 months after commencing. All staff undertake individual Performance Agreements including regular reviews. Your reporting lines may change from time to time at Galambila in accordance with operational requirements.

Depending on skills, knowledge and experience of the successful candidate, additional training and support may be provided to complete one of the following certificates: Certificate IV in Information Technology; Certificate IV Information Technology Support; Certificate IV Project Management; or other relevant qualification. If training is provided the successful candidate will be required to commit to completing qualifications with the support of Galambila Aboriginal Health Service.

This appointment is subject to a satisfactory clearance for a police check and a clearance for working with Children undertaken by the Office of the Children's Guardian (NSW).

Position Description

Position: IT and Business Support Officer
Location: Port Macquarie and Kempsey
Pay structure: Galambila Aboriginal Health Service 2017 General Enterprise Agreement
Hours per week   38
Responsible to   Jon Rolph

Our Values → Compassionate ↔ Respectful ↔ Empowering ↔Inclusive

Our Purpose → Culturally appropriate care that ensures the best possible health and wellbeing outcomes for those on Gumbaynggirr Land

Our Vision → Greater choices for our mob to improve health for all stages of life

Objectives

The positions primary purpose is to support the Durri, and Werin Aboriginal Medical Services to provide their clients with the best available health outcomes by ensuring the technology and knowledge needed by their staff is available and appropriate. This task is achieved by providing direct support and through collaboration with third parties.

Role responsibilities

Training Support:
1. Identify and document training needs where they become apparent during user support activities
2. Develop and maintain training material including procedural documentation
3. Provide training to all new staff in the general use of computers and application programs on a personal basis and in small groups
4. Provide or facilitate additional training for staff as required to meet identified training needs

Reporting Support:
1. Assist users in the development of their understanding of the information management and reporting tools available
2. Provide practical support in meeting the reporting requirements of the organisations
3. Generate and analyse periodic reports relating to clinical and operational information

User Support:
1. Promote a positive and collaborative attitude amongst staff towards information technology and data quality
2. Support users in the best practice use of personal productivity tools (e.g. Word, Excel, Powerpoint & Publisher)
3. Work closely with 3rd party vendors (Hardware, Software and Service) to ensure a high quality IT experience to users through:
    a. Providing an understanding and interpretation of user needs
    b. Representing the user, where necessary, to ensure they are receiving appropriate service levels
    c. Assisting in testing solutions
    d. Providing practical support during the implementation of solutions
    e. Monitor service levels – track progress of issues reported and escalate where needed
4. Ensure all support activities are documented

Equipment & Facilities Support:
1. Management of IT equipment – maintain asset information, support office moves and changes, etc.
2. Facilitating new IT equipment – installing SOEs, testing new hardware, etc.
3. Maintain IT facilities – keep IT facilities neat, tidy and safe

Project Support:
1. Work with IT vendors or other IT@RAMS staff to implement changes to IT equipment & services
2. Monitor and report the user experience of new solutions

Workplace responsibilities
- Work as a team member, seeking support, guidance and direction as required;
- Attend meetings and undertake training as appropriate to the role of Information Technology Support Officer;
- Perform any other duties consistent with the terms of employments as may be directed or implied from time to time; and
- Participate in staff performance reviews.

Workplace Health and Safety responsibilities
- Follow defined WH&S and injury management policies and procedures;
- Take reasonable care for the safety of others in the workplace;
- Ensure organisational compliance with any requirements of the WH&S Act and other legislation with regard to health, safety and welfare in the workplace;
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WH&S Act or other legislation;
- Report all accidents or incidents which did, or could have resulted in, injury to others in the workplace or damage to property;
- Report all hazards or potential hazards;
- Be familiar with emergency evacuation procedures and participate in regular training in safety procedures; and
- Provide input into regular safety inspections for their department.

Child Protection Responsibilities
- Be familiar with and adhere to legislation in relation to Child Protection and comply with NSW Health Frontline Procedures for the Protection of Children and Young People; and
- Attend training in Child Protection as required.

Continuous Quality Improvement responsibilities
- It is the responsibility of each staff member to be aware of the contents of the policy and procedures manuals and work within the principles contained therein.
- Each staff member is expected to be committed to quality service and to participate in activities to enhance continuous quality improvements in the workplace.

Non Smoking Policy

Galambila provides a smoke-free work environment and promotes a no-smoking culture for staff where they are encouraged and supported not to smoke.

GALAMBILA PRIVACY AND CONFIDENTIALITY INFORMATION

One of the many rules to which staff must strictly adhere is the rule of professional secrecy and access to confidential information. All Galambila employees must observe a strict code of secrecy in any matters relating to work at Galambila and particularly in relation to information regarding clients/patients.

It is equally important that members of staff do not disclose any health information of clients/patients to any other staff member unless this information is necessary for the provision of care and is exchanged in the course of providing care.

Matters concerning the work of Galambila including information about clients/patients must never be discussed outside of Galambila and each member of staff has a moral and legal obligation to Galambila not to violate the trust placed in them in the handling of sensitive and confidential client and organisation information.

Staff recruited to Galambila are required to sign privacy and confidentiality agreements upon commencement of employment. Breaches of privacy and confidentiality are treated with the utmost seriousness and may result in disciplinary action up to and including termination of employment.

DOCUMENTARY IDENTIFICATION REQUIRED

Successful applicants will be required to provide the following documentation:
•   Working with Children Check verification or application number;
•   Proof of identity (such as Birth Certificate, Drivers licence, Proof of Age Card, or Passport); and
•   Confirmation of recognition of Aboriginal or Torres Strait Islander descent.

Our Community and Clients
A healthy and empowered mob