

Position description	
Position title	Administrative Officer – Family Safety
Business unit	Health System Integration
Classification	EA 2024-2027: Level 3
Accountability	Program Manager – Family Safety
About Capital Health Network As the ACT's Primary Health Network (PHN), Capital Health Network (CHN) aims to integrate health care in the ACT region, promote health equity and improve health outcomes. We address community needs by collaborating with consumers, funding organisations, health professionals, community partners and other key stakeholders to improve health outcomes. We are unique in our ability to support general practice and more broadly, to design services that fill gaps and deliver lasting improvements to the value and quality of ACT health services. Capital Health Network Values and Competency Framework Respect: We engage respectfully, listen and respond Inclusion: We embrace diversity of thought and bring together a range of voices to inform our work Collaboration: We build and invest in strong and enduring relationships, focused on shared goals. Accountability: we act with integrity, are transparent, encourage feedback, and report back to our community Adaptability: We are adaptive and flexible in the way we respond to community health needs. We empower our staff, service providers and partners to innovate and adapt to deliver outcomes. All employees are required to meet CHN's seven competencies at a level appropriate to their role. To articulate organisational expectations in relation to the values and the competencies expected of all employees a Competency Framework has been developed. The framework identifies and describes seven basic competencies that all employees need to have to function effectively in their role at CHN.	
Responsibilities	
Primary purpose of position	The role will work within the Family Safety Team, supporting the team in operationalisation and implementation of activities related to the delivery of CHN's Family, Domestic, and Sexual Violence (FDSV) Pilot. The FDSV Pilot provides tailored integrated model of support to primary care providers in appropriately recognising, responding, and referring people at the risk of, or experiencing family, domestic, sexual violence and child sexual abuse. The Admin Officer will be responsible for delivering a range of administrative support to the Family Safety Program Manager and working collaboratively with the team to achieve program objectives.
Duties	1. Providing high quality administrative support to the Family Safety Team in planning, development, implementation, and evaluation of the FDSV Pilot. 2. Supporting the team with general administrative tasks: • Setting up meetings and workshops in accordance with program activities • Coordinating event logistics • Assisting in managing functional inbox and responding to stakeholder enquiries • Post-training communication and engagement with stakeholders (e.g., general practices)

	- Assisting in development and maintenance of resources (e.g., brochures, flyers, and project documentations). - Assisting in monitoring and tracking contracts and commissioned service provider performance, as needed. - Collating and entering data utilising spreadsheets and customer relationship management (CRM) systems and other datasets. - Assisting with evaluation activities by tracking and analysing program data and generating reports and briefs for stakeholders. - Work proactively and collaboratively with colleagues and commissioned service providers to support primary care workforce capacity building and training. - Other duties as directed in line with the position classification.
Competencies	
Role Competencies	Qualifications: Minimum completion of a Certificate III in Administration with work related experience, or an equivalent combination of experience in a similar administration position and training relevant to administration.
	Technical/specialist skills: - Strong demonstrated administration skills across a range of administration activities. - Demonstrated ability to build and maintain effective relationships with key internal and external stakeholders. - Strong ability to be well organised, successfully multi-task and manage competing priorities. - High level of written and verbal communication skills including the ability to interpret and respond to a range of stakeholder requirements. - Demonstrated ability to conduct desktop research, source information and apply sound analytical and troubleshooting skills. - Demonstrated secretariat support skills and capabilities. - Proven self-management skills with a strong ability to apply sound judgement to produce planned outcomes. - Demonstrated skills in MS Office, SharePoint, CRM systems and a range of software and systems including use of stakeholder/customer databases.
	Experience and knowledge: - Strong demonstrated experience developing and improving administration processes using contemporary systems and processes. - Strong administration experience in a range of administration activities using a high level of attention to detail. - Demonstrated ability to work collaboratively, cooperatively, and effectively as part of a team. - Proven ability to manage multiple priorities in a pressured and time limited environment while maintaining a high level of attention to detail.
CHN Competencies	<i>Strategic thinking:</i> We use our foresight and environmental awareness to add value.
	<i>Resourcefulness:</i> We generate evidence-based solutions.
	<i>Relationship Management:</i> We invest in strengthening internal and external relationships.
	<i>Data Literacy:</i> We navigate data systems and protect data assets.
	<i>Cultural competence:</i> We understand, appreciate and cooperate with all cultures and beliefs.
	<i>Embracing ambiguity:</i> We rise to the challenge of uncertainty and the unknown.
	<i>Leading:</i> We each play a leadership role.