

Position Title	Administrative Coordinator
Reports to	Head Clinical Sourcing
Direct reports	Nil
Band classification	Band 4, HealthShare Victoria Enterprise Agreement 2023
Date approved	April 2024

1. HealthShare Victoria

1.1 HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

2.1 Reporting to the Head Clinical Sourcing and working closely with Clinical stream managers, the Administrative Coordinator will provide comprehensive administrative support to the Clinical Stream and ad hoc support to the Surety team.

3. Specific duties and accountabilities

3.1 Admin support

- a. Support Category Management activities by scheduling and coordinating meetings with a variety of internal and external stakeholders.
- b. Prepare and provide documentation (agendas/slide packs) to internal / external team members.
- c. Create meeting agenda, take minutes of meetings, and follow up on status of risks and actions.
- d. Assist category management in coordinating Zendesk enquiries with category managers
- e. Manage files and documentation by uploading and downloading them, and format documents according to HSV style and templates.
- f. Draft reports, reporting dashboards or briefing papers for key stakeholder including HSV (Board), the Department of Health, health services, clinical advisory groups, other jurisdictions, suppliers, and other industry stakeholders to and liaise with the Communication team as required for strategic advice and support.
- g. Research and provide reporting to appropriate internal and external stakeholders about trends and events that may cause disruptions in global supply chains and impact Victorian public health services.
- h. Facilitate communication between state government, health services, advisory groups and other agencies to ensure a smooth and timely communication.
- i. Be a key interface with Finance, Risk and Governance for matters related to purchase order, preparing and monitoring budgets etc. on behalf of the Procurement team.
- j. Act as point of contact for Surety and Sourcing streams internally and externally.
- k. Undertake preliminary engagement with suppliers and health services.
- l. Assist the Senior Category Managers and Category Managers across steps within the Invitation to Supply process.
- m. Support and assist with various projects and administrative duties as required.

3.2 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.

- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.3 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.4 HSV values and cross functional collaboration

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- e. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to the IT Service Management team.

3.6 Other duties

- a. While the principal duties of this position are as above, the Administrative Coordinator may be required to undertake other duties from time to time.

4. Qualifications and Experience Required

4.1 Academic

- a. Tertiary qualifications in a relevant discipline are desirable

4.2 Experience

- a. Proven experience of providing administrative, business support/coordination, and partnering with subject matter experts to deliver outcomes.
- b. Experience in drafting and generating regular communication for a range of audiences.

- c. Proven experience in working to deadlines and managing tight and/or conflicting timeframes.
- d. Knowledge of public sector management processes is desirable.
- e. Advanced working knowledge of all Microsoft Office Programs including PowerPoint

4.3 Personal

- a. Outstanding written and verbal presentation skills, with high levels of attention to detail, a focus on excellence and professionalism.
- b. Excellent time management skills, flexibility, and the ability to work well under pressure.
- c. Strong stakeholder communication skills including the ability to work effectively with colleagues and engage and influence stakeholders.
- d. Ability to take direction and work unsupervised and with initiative to proactively identify and implement improvements.
- e. Ability to demonstrate professional initiative and exercise sound judgement.
- f. Ability to manage multiple projects within set deadlines to a high standard.
- g. Ability to uphold ethical standards and values, and to act with integrity and confidentiality.
- h. Excellent interpersonal skills, including an ability to influence others with diplomacy, tact, and discretion

4.4 Location(s) for Work

- a. Primary:
 - i. Casselden, 34/2 Lonsdale Street, Melbourne VIC 3000; and
- b. As relevant the role may be required to “work from home” from time to time.