



Durri Aboriginal Corporation Medical Service
Servicing the Macleay and Nambucca Valleys
ABN 52 730 046 875 ICN 27

With Compliments

Position Application Package

Position Name: Aboriginal Health Worker – Administration Officer

Contact Name: Paula Skinner

Telephone: 0439 370 151



Durri Aboriginal Corporation Medical Service
15-19 York Lane
KEMPSEY NSW 2440
T: (02) 6560 2300
F: (02) 6562 7069



Darrimba Maarra Health Outpost
PO Box 131
13/42 Bowra St
Nambucca Heads NSW 2448
T: (02) 6598 6800
F: (02) 6598 6833

All written communications to be addressed to CEO:
PO Box 136
Kempsey NSW 2440

General Conditions of Employment

Position:	Aboriginal Health Worker – Administration Officer
Award:	ACCHO
Classification:	Aboriginal Health Worker
Salary:	\$79,969.44 per annum
Salary packaging:	To calculate your potential benefit follow the link https://eziway.net.au

Application: Your application should consist of four parts:

1. Selection criteria

Your application must address all the selection criteria, or your application will be marked unsuccessful

1. Aboriginal or Torres Strait Islander descent (***This is an identified position under Section 14D of the NSW Anti-Discrimination Act 1977***)
2. Certificate III in Business Administration, Business Services or a related qualification, or equivalent demonstrated experience.
3. Demonstrated experience in providing high-level administrative support within a health, community or human services environment.
4. Sound knowledge of community health, public health and Aboriginal Health
5. A thorough knowledge of and association with the local Aboriginal community
6. Experience working with health service agencies, non-government organisation, schools, community groups and medical professionals at all levels
7. Knowledge of maternal, child and family health services, Aboriginal health or community services.
8. Excellent organisational and time management skills with the ability to prioritise competing demands and meet deadline
9. Continuous developing professional competence and qualifications
10. High level of written and verbal communication skills

11. High level computer skills including the use of Microsoft products and the ability to use or willingness to gain proficiency in the Communicare patient information management system and ANKA
12. Ability to hold all relevant security clearances including National Police Check and Working with Children clearance
13. Current valid driver's license, minimum of Class "C" or equivalent

2. Completed application form

3. Resume

4. Supporting documents

Completed application to: hr@durri.org.au

or

Post marked confidential to:

Application Human Resources
Durri Aboriginal Corporation Medical Service
PO Box 136
Kempsey NSW 2440

Closing Date: Wednesday 16 September 2026 by 5:00pm - no late applications will be accepted.



Durri Aboriginal Corporation Medical Service

Servicing the Macleay and Nambucca Valleys

ABN 52 730 046 875 ICN 27

Application Form

Full Name:

Address:

Email Address:

Contact Numbers:

Date of Birth:

Drivers Licence: ☐ Yes ☐ No Class: Expiry date:

Do you identify as Aboriginal or Torres Strait Islander? ☐ Yes ☐ No

Do you identify as having a disability? ☐ Yes ☐ No

Are you an Australian citizen or permanent resident? ☐ Yes ☐ No

Do you have Working with Children check number? ☐ Yes WWCC No:

Do you have a current National Police check? ☐ Yes ☐ No Date of issue:

Do you have evidence of Vaccinations? ☐ Yes ☐ No

Have you provided evidence of your Qualifications? ☐ Yes ☐ No

Where did you see this position advertised?

Referees	Referee 1	Referee 2
Name:		
Title:		
Organisation:		
Contact Details:		
Email Address:		

Position Description

Position Title: First Steps Together – Administration Officer	Business Unit: Program Management
Reports To: Programs Manager	Direct Reports: NIL
Introduction:	
The Administration Officer plays a vital role in supporting the delivery of the First Steps Together Model of Care, a culturally grounded, relationship-based wrap-around health and wellbeing program for Aboriginal and Torres Strait Islander mothers, fathers, babies and their families. The program is built on Aboriginal ways of knowing, being and doing, recognising that culture is the foundation of strong beginnings, strong families and strong futures. Families are supported through a collaborative model that integrates maternal, child and family health services with Aboriginal leadership, ensuring care is culturally safe, community-led and responsive to local priorities. Working as part of a multidisciplinary team, the Administration Officer is often the first point of contact for families and plays an essential role in creating a welcoming, respectful and culturally safe environment. The position provides high-quality administrative, coordination and client support services that enable the effective delivery of home visiting, clinic appointments, group activities, care coordination and community engagement. Through strong organisational skills, attention to detail and a commitment to culturally responsive practice, the Administration Officer contributes to ensuring families experience seamless, coordinated care throughout their journey with the First Steps Together program.	
Purpose:	
The purpose of the Administration Officer is to provide efficient, professional and culturally safe administrative support to the First Steps Together multidisciplinary team, ensuring the effective coordination of client appointments, referrals, data management, communication and program activities. The position supports the delivery of integrated, family-centred services by facilitating smooth day-to-day operations, maintaining accurate client records, coordinating meetings and group activities, assisting with reporting requirements and providing exceptional customer service to Aboriginal and Torres Strait Islander families. The Administration Officer contributes to the program's commitment to improving maternal and child health outcomes by ensuring families have timely access to services and information, supporting collaboration across internal and external service providers, and promoting a welcoming environment that reflects Aboriginal cultural values, self-determination and community leadership. The role is fundamental to reducing barriers to care and supporting the program's objectives of strengthening healthy pregnancies, early childhood development, family wellbeing and culturally safe healthcare in line with the Closing the Gap priorities.	

Primary Objective: The Administration Officer will provide administrative support to ensure the effective daily operation of the First Steps Together model of care including maintenance of data systems, accurate and timely input of Program data, assistance with production of management reports and the sourcing and maintenance of Program resources. The key objectives of the role include: ➤ Provide high-quality administrative and operational support to the First Steps Together multidisciplinary team, ensuring the efficient day-to-day delivery of services. ➤ Create a welcoming, respectful and culturally safe first point of contact for Aboriginal and Torres Strait Islander families accessing the program. ➤ Coordinate client appointments, referrals, home visits, group activities and community events to support seamless, family-centred service delivery. ➤ Maintain accurate client records, data entry, reporting and program documentation in accordance with organisational, legislative and funding requirements. ➤ Support effective communication and coordination between families, internal teams and external service providers to promote integrated, wrap-around care. ➤ Assist with the organisation of community engagement activities, education sessions, cultural events and group programs that strengthen family participation and connection. ➤ Contribute to the achievement of the First Steps Together Model of Care by reducing administrative barriers and improving access to culturally safe maternal, child and family health services. ➤ Promote a professional, culturally responsive and family-led approach that reflects Aboriginal ways of knowing, being and doing, and supports self-determination and community leadership. ➤ Ensure administrative systems and processes support quality improvement, service accountability and the achievement of program outcomes aligned with Closing the Gap priorities.										
Position Dimension & Decision Making Authority: Without referral to manager – • Routine enquiries from clients, their partners and the community After Consultation Program Manager or others – • Complex client health problems/issues • Actions outside policy and procedure Referred to Program Manager or others – • Operational and Capital Expenditure	Key Communication Contacts: <table><thead><tr><th>Contact/Organisation</th><th>Purpose/Frequency of Contact</th></tr></thead><tbody><tr><td>Program Manager Team Leader</td><td>Daily – Direction and achievement of accountabilities Daily/weekly – Direction and reflective practice</td></tr><tr><td>Client and Community</td><td>As needed – Providing assistance and advice on Social, Emotional & Wellbeing related problems</td></tr><tr><td>All staff</td><td>As needed – Linking with other programs where appropriate</td></tr></tbody></table>		Contact/Organisation	Purpose/Frequency of Contact	Program Manager Team Leader	Daily – Direction and achievement of accountabilities Daily/weekly – Direction and reflective practice	Client and Community	As needed – Providing assistance and advice on Social, Emotional & Wellbeing related problems	All staff	As needed – Linking with other programs where appropriate
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All staff	As needed – Linking with other programs where appropriate									

Key Accountabilities		
Key Result Area	Major Activities	Performance Measures:
1. Program Management	• Provide high-quality administrative support to the First Steps Together multidisciplinary team to ensure the efficient delivery of services. • Coordinate appointments, referrals, home visits, group programs and community activities across the program. • Maintain accurate client records, electronic databases and documentation in accordance with organisational policies, funding requirements and legislative standards. • Prepare correspondence, reports, agendas, minutes and other administrative documentation as required. • Assist with the coordination of case conferences (Care Yarns), multidisciplinary meetings and stakeholder meetings. • Monitor program resources, office supplies and educational materials, ensuring adequate stock levels are maintained. • Support data collection, reporting and quality improvement activities to meet funding and accreditation requirements. • Assist with scheduling staff activities and maintaining program calendars. • Ensure all client information is managed confidentially and in accordance with privacy legislation. • Support the implementation of continuous quality improvement initiatives across the program.	• Client records are maintained accurately and within organisational timeframes. • Appointments, referrals and home visits are coordinated efficiently with minimal scheduling errors. • Reports, correspondence and documentation are completed accurately and within required deadlines. • Funding and reporting data is entered correctly and submitted on time. • Administrative systems support efficient service delivery and continuous quality improvement. • Positive feedback received from staff regarding administrative support.

	• Participate in the development of First Steps together promotions and education strategies ensuring feedback from the community is incorporated into planning. • Undertakes a range of additional general duties relevant to the position as required by the organization and line manager	
2. Community Care	• Provide a welcoming, respectful and culturally safe first point of contact for Aboriginal and Torres Strait Islander families accessing the First Steps Together program. • Respond to client enquiries professionally and ensure families are linked to appropriate services in a timely manner. • Support families to navigate appointments, referrals and service pathways across Durri and external agencies. • Assist in coordinating community engagement activities, group education sessions and cultural events. • Promote the values of respect, cultural safety, confidentiality and family-centred practice in all interactions. • Ensure reception and administration areas provide a welcoming environment for children and families. • Support client transport bookings and coordination where required. • Maintain effective communication with clients regarding appointments, program activities and follow-up requirements. • Contribute to reducing barriers to accessing culturally safe maternal, child and family health services.	• Families report positive experiences when accessing the program. • Client enquiries are responded to promptly and professionally. • Appointment attendance is supported through effective communication and coordination. • Community activities and group sessions are well organised and supported. • Confidentiality and privacy standards are consistently maintained. • The reception environment reflects a culturally safe and welcoming service.

3. Teamwork and Collaboration	• Work collaboratively with Nurses, Aboriginal Health Workers, Aboriginal Health Practitioners, Midwives, Allied Health Professionals and other multidisciplinary team members to support integrated service delivery. • Participate in team meetings, case conferences (Care Yarns), planning sessions and quality improvement activities. • Develop and maintain positive working relationships with internal programs and external stakeholders. • Share information appropriately to support coordinated, family-centred care. • Demonstrate respect for Aboriginal ways of knowing, being and doing, and contribute to a culturally responsive workplace. • Support a positive team culture through effective communication, professionalism and mutual respect. • Participate in professional development, mandatory training and cultural learning activities. • Contribute to continuous service improvement by identifying opportunities to enhance administrative systems and client experiences. • Uphold Durri's values, Code of Conduct and organisational policies at all times.	• Feedback from colleagues • Feedback from clients • Demonstrates effective teamwork and collaboration across the multidisciplinary team. • Attends and actively contributes to team meetings, Care Yarns and quality improvement activities. • Maintains positive working relationships with colleagues, clients and external partners. • Completes mandatory training and participates in professional development. • Contributes to continuous improvement initiatives and administrative efficiencies. • Demonstrates professionalism, reliability and alignment with Durri's values and cultural framework.
4. Compliance & Quality Assurance	• Comply with all relevant legislation and regulatory standards. • Obtain and record accurate client histories and information to ensure compliance to all organisational policies, procedures and legislative requirements. • Ensure client and community confidentiality is maintained to build and maintain trust within key stakeholder groups.	• Achievement of Program KPI's and regulatory standards • Has read and signed off on Staff Policy and Procedure manual • Utilisation and reporting from Communicare • Exception reporting • Fidelity reporting • Participates in Professional Development to meet Program requirements • Participate in quality improvement activities. • Attendance at First Steps Together Administration meetings

	- Assists in creating a positive work environment that promotes cultural safety, productivity, mentoring, teamwork and co-operation. - Participate in quality improvement efforts, including maintenance of timely and accurate service data for input to information management systems, and cooperate in the analysis and review of case reports to identify achievements and areas for improvement	
5. Work place Health and Safety	- Ensure, within capability, the health and safety of yourself and employees and any other persons in the work areas for which they are responsible - Compliance with WHS legislative requirements and site policies. - Maintain the Register of Contractors visiting the site and ensure appropriate inductions have been completed with new contractors - Report all hazards, accidents or incidents which could result in injury to others or damage to property; - Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in compliance with the WHS or other legislation. - Be familiar with emergency and evacuation procedures and participate in regular training in safety procedures	Achievement of Program KPI's and regulatory standards
6. Reporting	Provide statistical reports to meet organisational and statutory requirements as required.	- Accuracy and timeliness of qualitative reports - Accuracy and timeliness of statistical reports - Use of Communicare
7. Policy and Procedures	Assist in the development of and comply with policies and procedures to ensure that the mental	Provide consistent and high standards of compliance with policies and best practice

	• program is demonstrating consistent practices nationally and is in line with strategic objectives. • Attend all mandatory training requirements and participate in staff performance reviews including updated First Aid Certificate and participation in Staff immunisation Program • Compliance with and understanding of EEO Legislation	
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Key Challenges:	Person Specification:
The Administration Officer will be required to: • Provide high-quality administrative support within a busy multidisciplinary environment while managing competing priorities and deadlines. • Create a welcoming, culturally safe and family-centred first point of contact for Aboriginal and Torres Strait Islander families. • Build and maintain positive relationships with families, community members, internal teams and external stakeholders. • Coordinate multiple appointments, referrals, home visits, meetings and community activities while ensuring efficient service delivery. • Maintain accurate client records, data entry and reporting in accordance with legislative, funding and organisational requirements. • Balance confidentiality, cultural sensitivity and professionalism when managing sensitive client information. • Support integrated service delivery across multiple disciplines while responding to changing client and program needs. • Adapt to changing priorities, program developments and continuous quality improvement initiatives. • Ensure administrative systems contribute to the achievement of First Steps Together program outcomes and Closing the Gap priorities. • Maintain a high standard of customer service while supporting vulnerable families with diverse and often complex needs.	Qualifications & Experience – Essential 14. Aboriginal or Torres Strait Islander descent (<i>This is an identified position under Section 14D of the NSW Anti-Discrimination Act 1977</i>) 15. Certificate III in Business Administration, Business Services or a related qualification, or equivalent demonstrated experience. 16. Demonstrated experience in providing high-level administrative support within a health, community or human services environment. 17. Sound knowledge of community health, public health and Aboriginal Health 18. A thorough knowledge of and association with the local Aboriginal community 19. Experience working with health service agencies, non-government organisation, schools, community groups and medical professionals at all levels 20. Knowledge of maternal, child and family health services, Aboriginal health or community services. 21. Excellent organisational and time management skills with the ability to prioritise competing demands and meet deadline 22. Continuous developing professional competence and qualifications 23. High level of written and verbal communication skills 24. High level computer skills including the use of Microsoft products and the ability to use or willingness to gain proficiency in the Communicare patient information management system and ANKA 25. Ability to hold all relevant security clearances including National Police Check and Working with Children clearance 26. Current valid driver's license, minimum of Class "C" or equivalent Desirable 1. Current First Aid Certificate, or ability to obtain 2. Current immunisations or willingness to participate in staff immunisation program 3. Experience working within an Aboriginal Community Controlled Health Organisation (ACCHO). 4. Certificate IV in Business Administration, Community Services or a related discipline. 5. Experience using Communicare or other electronic medical record systems.

	6. Knowledge of the First 2,000 Days Framework, maternal and child health services or family-centred models of care. Core Competencies – 1. Ability to build and maintain strong relationships with the local community. 2. Strong interpersonal skills, including the ability to demonstrate empathy when required. 3. Ability to build relationships with all levels of the organisation 4. High level communication, written and computer skills.
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