

Position Description

Position title:	Office Manager
Department:	Centre Against Sexual Assault (CASA) House
Classification:	Grade 4, Level 1 – Level 5 (AO41-AO45) – 0.8 to Full time, ongoing
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reporting to:	CASA House Manager

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the division

The Social Model of Health Division at the Women's has responsibility for ensuring the hospital's clinical and social support services are coordinated, aligned and leveraged to provide wrap around care for the women who need it most. In particular, the division has a focus on ensuring a woman's social, economic, cultural, environmental, geographic, and other factors are taken into account in her care plan with the overall aim of reducing health inequalities and addressing systemic inadequacies that affect health access and outcomes.

Informed by a strong evidence base, the Social Model of Health Division works to ensure the Women's can offer a continuum of care approach depending on the complexity of each woman's clinical presentation and social circumstance. The division plays a key role in guiding and supporting a number of specialist services as well as providing state-wide leadership and advocacy on a number of issues in this space.

About the department/unit

Located in the heart of Melbourne, the Centre Against Sexual Assault (CASA House) is a department of the Royal Women's Hospital. CASA House works with people of all genders (including providing support to trans and gender diverse people and non-binary people and communities) and provides 24-hour services to victim survivors of sexual assault, including immediate crisis care, counselling, support and advocacy, after hour's crisis response, support groups, and support for non-offending family members and friends. CASA House also provides secondary consultation, education and training as well as research and advocacy into public policy.

At CASA House you will be joining a team which values inclusivity, diversity and intersectionality, a team that is passionate about ensuring victim/ survivors are provided with timely support and that the silence which surrounds sexual assault continues to be broken. You will find a workplace that is collaborative, progressive and passionate about learning and working together to ensure you find the exceptional in your everyday.

Position purpose

The CASA House Office Manager delivers a professional and caring service, often as the first point of contact and communication for arriving service users, other visitors, including external agencies. The Office Manager is responsible for the quality, effective and efficient clerical, receptionist and administrative functions of CASA House. The Administrative Officer supports the work of the CASA House Leadership Team.

The Office Manager is responsible for the provision of excellent service. They are responsible for ensuring a friendly welcome and prompt response for service users and visitors to CASA House. They are responsible for ensuring a sensitive, confidential and efficient initial point of contact for those who attend CASA House. The Administrative Officer facilitates collaborative relationships with other hospital departments, ensuring the efficient management and maintenance of administrative systems and providing administrative support to CASA House staff and the administration of CASA House finances, supplies and training delivery.

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Key responsibilities

Professional practice

- Provide reception support to service-users attending counselling appointments
- Respond appropriately to telephone and email enquiries; liaising with CASA House staff, Women's Hospital staff and external contacts
- Sort, prioritise and manage incoming correspondence (mail, phone and other communication) for CASA House Manager and staff
- Process finance and petty cash documentation; manage stationary supplies
- Assist with CASA House professional training events, including venue booking and attendee registrations
- Coordinate and prepare staff timesheets
- Train and support casual administrative support staff
- Identify continuous improvement opportunities and contribute to quality-improvement processes or policies for CASA House leadership
- Create and format appropriate documentation, including reports, correspondence and other written material
- Create and maintain files and documentation in accordance with defined standards and operating procedures, including electronic document management
- Proficiently use CASA House electronic practice management and data-reporting systems, including IRIS and EPIC
- Proficiently use electronic systems including OPTIMA
- Manage purchasing of CASA House supplies and equipment with direction from the CASA House Manager
- Organise repairs and maintenance of CASA House premises, including telephones, ICT equipment, fittings and furniture
- Develop and maintain effective working relationships with relevant Women's departments including, the Women's finance and supply departments
- Build effective relationships with staff and respect the needs of service-users, members of the public and maintain a professional approach to all interactions

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Demonstrated experience working as an office manager or senior administration officer in a busy team environment
- Strong oral and written communication skills
- Experience in a busy front-line reception role (preferably in health or community services)
- Time-management skills, ability to meet deadlines, attention to detail and accuracy in all activities
- Ability to build productive working relationships with internal and external stakeholders and represent the Women's
- Sensitivity to the needs of service users in crisis and have experienced trauma

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- Relevant experience in health, government or community agencies
- Well-developed computer literacy including use of a PC, mouse, keyboard, standard Microsoft office software and ability to use the hospital electronic medical record and other electronic databases
- Experience with organising meetings and events for management, including minute-taking
- Provide administrative assistance to the CASA House Manager

Desirable:

- Professional qualification: relevant diploma or advanced certificate in administration, or extensive equivalent experience working in a similar role
- Experience in provision of reception duties for services who see victim/survivors of sexual assault and who may have experienced complex trauma

Attributes

- A strong interest in contributing to the objectives of CASA House to provide effective support to victim-survivors of sexual assault
- Embodies the Women's values of courage, passion, discovery and respect
- Commitment to a social model of health
- A positive and flexible approach and strong consumer focus
- Well-developed interpersonal skills, including verbal and written
- Confidence to present within a professional learning environment
- Demonstrated ability work within a team environment
- Demonstrated ability to work within an atmosphere of ongoing development
- Ability to balance competing and conflicting priorities with effective time management
- A professional demeanour
- Has a 'can do' and flexible approach

Organisational relationships

Internal relationships

- CASA House staff
- Staff in the Social Model of Health including Social Work, Mental Health and the Women's Drug and Alcohol Service and the Cornelia Program
- All Royal Women's Hospital departments, clinics and staff in particular the Women's Emergency Centre, Finance, Accounts, Payroll and People Culture and Wellbeing

External relationships

- Other Victorian CASAs, the Sexual Assault Services Victoria (SAS-VIC)
- Government departments, including Department of Families, Fairness and Housing and Family Safety Victoria
- Victoria Police, particularly the Sexual Offices and Child Abuse Investigation Team (SOCIT)
- Victorian Institute of Forensic Medicine
- Other hospitals and health providers
- Queen Victoria Women's Centre

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Prolonged / Constant
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Not applicable
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Not applicable
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Occasional
– Gripping, holding, twisting, clasping with fingers/hands	Occasional
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Rare
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Prolonged / Constant
Working with distressed people and families	Prolonged / Constant
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Prolonged / Constant

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role has direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), hepatitis B, chicken pox, MMR (measles, mumps, rubella) and may include hepatitis A, and complete screening for tuberculosis.

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: July 2026

Developed by: CASA House Manager

Date of next review: (12 months from now)

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