Job Description

Position Title	**Care Finder Administration Officer**	
Organisation	Boab Health & Community Services Ltd	
Status of employment	Part Time	
Hours of employment	0.5 FTE (37.5 hrs per Fortnight)	
Reports Directly To	Chief Executive Officer	
Salary	$66,284 - $72,272 (pro rata) *+ entitlements*	
Location	Broome or Kununurra	
Entitlements	• Six weeks annual leave (pro-rata) • District allowance • Utilities allowance • Work Life Balance	• Remote-area salary packaging options • Professional development opportunities

About Boab Health Services

Boab Health & Community Services Ltd (Boab Health Services) is a not-for-profit primary health care organisation delivering allied health, mental health, care coordination and health promotion services across the Kimberley region of Western Australia, from centres in Broome and Kununurra with extensive outreach to remote communities.

Purpose of the position

The Care Finder Administration Officer will provide reasonable administrative and logistical support to the Care Finder program, including appointment coordination, travel and outreach arrangements, routine correspondence, resource preparation, meeting and event logistics, and collation of routine program information. The Care Finder Support Officer remains responsible for client assessment and navigation activities, case documentation, client follow-up, risk identification and escalation, and the accuracy of client and service activity records.

Key Responsibilities

Enquiries and Appointment Coordination

- Receive general Care Finder enquiries and direct them to the appropriate team member.
- Coordinate client appointments, calendars and routine scheduling.
- Support clients with appointments, documentation, information gathering and service navigation under direction of the Care Finder Support Officer.
- Provide general administrative support for meetings and appointments.

Outreach and Travel Coordination

- Coordinate outreach travel arrangements, including accommodation and vehicles.
- Provide logistical support for planned outreach activities and community engagement.
- Assist with preparation and coordination of outreach schedules.

Program Administration and Documentation

- Prepare routine correspondence, information packs, forms and program resources.
- Undertake printing, scanning, document preparation and routine filing.
- Maintain organised program records and administrative documentation.
- Support the collation of routine program and service activity information for reporting.

Community Engagement and Events

- Provide administrative and logistical support for community events, information sessions and stakeholder activities.
- Prepare and organise promotional materials and Care Finder resources.
- Ensure Care Finder resources and information materials are available for outreach and community activities.

People and Culture

- Contribute to a cohesive, respectful and high-performing team and a positive workplace culture.
- Participate in supervision, staff and team meetings, mandatory training and ongoing professional development.
- Work autonomously within the scope of the role while seeking direction and escalating matters when required.
- Perform other reasonable duties consistent with the position, skills and experience, as directed.

Selection Criteria

Essential:

- Experience in administration, community services, health, aged care or a related field.
- Well-developed organisational and time-management skills, with the ability to manage competing priorities and meet deadlines.
- Strong written and verbal communication skills, including the ability to respond professionally and respectfully to clients, families, stakeholders and service providers.
- Demonstrated ability to coordinate appointments, calendars, meetings, travel and other logistical arrangements.
- Sound computer skills and experience using Microsoft Office applications, databases and electronic recordkeeping systems.
- Demonstrated ability to maintain accurate records, prepare routine correspondence and assist with collation of service activity and reporting information.
- Understanding of privacy, confidentiality and appropriate handling of sensitive client information.

Desirable:

- Demonstrated ability to work respectfully with Aboriginal people and communities and people from diverse cultural and social backgrounds.
- Experience supporting outreach or regional service delivery, including travel and event coordination.
- Knowledge of Kimberley communities, organisations and service networks.

For Further Information, please contact:

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