

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant – Part Time
Award Classification:	HS 1
Award / Agreement Name:	Administrative Officers(10) Health and Allied Services Managers & Administrative Workers (Victorian Public Health Sector) Single Interest Employers 2021 - 2025
Position Reports to:	Team Leader

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs

TURNING POINT

Turning Point was established in 1994 to provide leadership to the alcohol and drug field in Victoria. Turning Point is now a national treatment, research and education centre that provides leadership in the alcohol and drug, gambling and mental health sectors. Combining research with service innovation, surveillance, system enhancements, education, capacity building and specialist support, Turning Point is a recognised centre of excellence that assists services, communities and governments to respond to current and emerging issues. Turning Point is part of Eastern Health and is affiliated with Monash University.

www.turningpoint.org.au



1. POSITION PURPOSE

To provide and promote customer service focused, clerical and reception related services that strive to achieve optimal patient outcomes, adheres to the code of conduct, policies and procedures, values and goals of Eastern Health.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provision of a high quality frontline customer service for Turning Point Eastern Treatment Services and the Eastern Consortium of Alcohol and Drug Services (ECADS), including face-to-face and by telephone for both internal and external customers;
- Effective and efficient management of client appointment bookings on an electronic system
- Management of paper-based medical records, ensuring information is available for clinical use when required by requesting and couriering records to and from other locations when necessary;
- Undertake and perform timely processing of Medicare bulk billing
- Provide administrative support to alcohol and drug services through:
 - Collection and distribution of mail;
 - Ordering clinic stationery when required, through FMIS;
 - Processing capital expenditure requests
 - Taking phone messages
 - Maintaining appointment diaries
- Ensure timely and accurate entry of patient information into relevant health information systems, including, but not limited to:
 - i.PM – client registration details,
 - Clinical Patient Folder (CPF) – mental health community and risk assessment episode creation;
 - Service Record System (SRS) – ECADS consortium client information and data system
 - One Driver – Ability to use and navigate One Driver as required
- Ensure a high quality scanned medical record is maintained in the Clinical Patient Folder (CPF) through:
 - Prepping of clinical documents to be scanned into CPF
 - Scanning of clinical documents ensuring that all documentation is scanned and filed in the correct areas of the record
 - Identification and correction of errors identified in the scanned medical record
- Attend and participate in relevant meetings as required
- Assist in maintaining privacy and confidentiality of client information at all times

- Assist in the development of common administration policies, procedures, and systems and adhere to documented administrative procedures
- Actively participate in a team environment in a positive and flexible manner, including travelling to other sites when necessary
- Share information and work cooperatively with all administration team members to ensure adequate coverage of duties and a fair balance of workload to meet fluctuating demands as guided by Team Leader or others
- Perform other administrative tasks as required
- Participate in personal annual performance review, including a training and professional development plan
- Undertake medical clinic bookings
- Register clients on CSC, CPF, SRS and other data bases as required
- Print packs/ Assessment documents
- Stationery order when required
- Prepare minutes and agendas and coordinate meeting dates as required
- Provide monthly appointment data to the manager as required
- Train and support new employees in basic clerical or admin functions
- Request quotes as required

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Position Reports to:	Team Leader

Essential

- Possess an excellent understanding of customer service of internal and external customers and be committed to effectively meet their needs in a helpful and professional manner;
- Meet the HS1 grade expectations
- Working knowledge of i.PM, CPF and other public health data bases
- Awareness of privacy and confidentiality, individual and organisational responsibility within a health service
- Familiarity with all computer software packages used within an administrative role e.g. Microsoft office - Word, PowerPoint, Excel, One Drive etc
- Effective and appropriate written, verbal and interpersonal communication skills
- Time management capabilities and ability to work to a deadline
- Ability to work well with staff at all levels
- Demonstrated understanding of conflict resolution
- Demonstrated organisational and prioritising skills
- Demonstrated ability to learn and develop
- Commitment to quality improvement;

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au

ATTACHMENT 2

Eastern Health/Department/Specialty Information & additional position requirements

Position Title:	Administrative Assistant – Part Time
Department / Specialty Area	Turning Point Eastern Treatment Service
Campus / Physical Location	Carrington Road, Box Hill

ORGANISATIONAL CONTEXT

Eastern Health

Eastern Health is a leading provider of health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program sits within Eastern Health's Surgery, Women and Children, Mental Health, Medical Imaging and Statewide Services (SWMMS) directorate and consists of Turning Point and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria's only statewide centre for the specialist treatment of Borderline Personality Disorder and provides training and education and contributes to research in this area.

LOCAL WORK ENVIRONMENT

Turning Point

Turning Point was established in 1994 and amalgamated with **Eastern Health** in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre, dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

Treatment

Turning Point's multidisciplinary staff, including Addiction Medicine Consultants, Psychiatrists, nurses, psychologists, social workers and alcohol and drug counsellors, provide specialist clinical and support services to people affected by alcohol and drugs and problem gambling. Turning Point provides a broad range of face-to-face, telephone and online evidence based treatment interventions.

Research

Turning Point conducts practical and applied research leading to policy and service development with a focus on improving and expanding the range and quality of treatment and support services through evidence-based research.

Education

Turning Point is a leading provider of education and training services in the alcohol and drug sector in Australia. As a Registered Training Organisation (RTO) and in partnership with Monash University Turning Point builds the capacity of health and welfare professionals to respond more effectively to alcohol and drug issues.

Spectrum

Spectrum is the leading centre in Victoria for the synthesis and dissemination of knowledge and practice, in relation to the treatment of, and recovery from borderline personality disorder, including those presentations where a number of co-morbid conditions create clinical complexity. Spectrum's work can range from contributing to research, capacity building in the workforce (statewide and nationally), to providing a full clinical service of empirically supported treatment interventions including: specialist assessment and case management, individual and group psychotherapy, biomedical treatments and secondary consultation (including telephone and online).