

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Reception/Administration Assistant</b>
<b>Award Classification:</b>	<b>HS1</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Health Sector (Health and Allied Services, ( Managers &amp; Administrative workers) Single Interest Enterprise Agreement 2021-2025</b>
<b>Position Reports to:</b>	<b>Administration Manager</b>

### 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](http://www.turningpoint.org.au)



## **1. POSITION PURPOSE**

This administrative position is responsible for providing a courteous and professional receptionist response to all phone call enquiries and visitors to Turning Point and for the provision of general administrative services. The emphasis of the working environment is one of teamwork and the position will include participation in a multi-disciplinary environment. There is an expectation that all administrative staff be multi skilled and perform all functions across clinical and corporate settings as described in the position description

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

- Reception duties, answering telephone and directing calls to appropriate staff
- Greeting staff, clients and visitors and directing them to appropriate staff/service
- Manage mail processes including distribution of incoming and outgoing mail on a daily basis
- Responsible for entering purchasing requisitions on IPROC for stationery, stock and services
- Responsible for entering Capex for goods or services
- Receive, document and distribute medical reports and FOI requests to appropriate clinical services staff member
- Provision, recording and ordering of transportation requirements for staff
- Ordering and recording of catering as required
- Booking of resources and equipment for staff
- Provide administrative training to new staff
- Provide electronic health system training to staff and students
- Record, request and facilitate building maintenance requests
- Collate and provide statistical data for projects and service KPI's
- Review and update procedure manuals as required
- Undertake general administrative duties as directed by Administration Manager
- Effective and efficient management of client appointment bookings on electronic system
- Record and update client demographic information on the electronic medical record program
- Undertake and perform timely processing of Medicare bulk billing practices
- Accurately scanning, renaming and importing of client record documents for medical records
- Complete Achieve conversation annually
- Minute taking 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

<b>Position Title:</b>	<b>Reception/Administration Assistant</b>
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#### Essential

- Prior experience of working in a reception/administration environment
- Demonstrated experience in a quality focused client service area
- Excellent communication and interpersonal skills and the ability to relate to people at all levels
- Strong organisational skills and the ability to priorities multiple projects to meet deadlines
- Intermediate computer skills with competence in the use of Microsoft programs
- Demonstrated ability to work with limited supervision
- Demonstrated initiative and ability to follow up
- Commitment to a proactive approach of improving client service delivery
- Experience with Medicare bulk billing

#### Desirable

- Previous experience or demonstrated understanding of Health care industry
- Demonstrated experience working in multi-disciplinary environment
- Previous experience with Medical Director Prac Soft client package
- Previous experience with IPM & CPF

#### 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](mailto:Aboriginal.Workforce@easternhealth.org.au)



## ATTACHMENT 2

### Eastern Health/Department/Specialty Information & additional position requirements

<b>Position Title:</b>	Reception/Administration Assistant
<b>Department / Specialty Area</b>	Turning Point
<b>Campus / Physical Location</b>	Richmond

## 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).