

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant
Award Classification:	YC89
Award / Agreement Name:	Administrative Officers (79) (Victorian Public Mental Health Services Enterprise Agreement 2021-2024)
Position Reports to:	Team Leader, Administrative Services, MHWP

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



1. POSITION PURPOSE

The Administrative Assistant, Mental Health and Wellbeing Program (MHWP), will be primarily responsible for the provision of high quality customer service, data entry (into required information systems) and records management, to ensure that community, inpatient and residential services can meet the needs of all consumers and visitors. The position will report to the MHWP Administrative Services Team Leader.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provision of a high quality frontline customer service for Eastern Health MHWP inpatient/residential and community services, including face-to-face and telephone, for both internal and external consumers;
- Ensuring timely and accurate entry of patient information into health information systems, including, but not limited to:
 - Client Management Interface (CMI) - registration details, community episodes, admissions/transfers/ discharges, outcome measures, legal status, ISP/Review, diagnosis, treating team detail, referrals, seclusion/ restraint details and registers, bed reconciliation;
 - CMI – data entry of contact statistics, analysis of data and preparation, reporting and production of reports including actual versus target reporting displayed graphically. Support provided to managers for monitoring and retrieval of both reportable and non-reportable contact statistics;
 - iPM patient management system – registration, label printing, tracking of medical records, bed returns;
 - Clinical Patient Folder (CPF) scanned record system – risk assessment and residential placement episode creation; mental health community and risk assessment episode creation
 - HISTRACK – scanning batch numbers and quality audit details
- Ensure that all data entry is completed in line with statutory reporting requirements;
- Ensure that Mental Health Act legal paperwork and relevant documentation is prepared and forwarded to the Medico-Legal Coordinator in time for Mental Health Tribunal Hearings;
- 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 in the scanned medical record;
- Ensuring a timely and high quality scanned medical record is maintained in the Clinical Patient Folder (CPF) through compiling of admission documents, and delivering them to Health Information Services (HIS) - to be scanned within 2 business days of discharge;
- Management of paper-based medical records and temporary admission folders, ensuring information is available for clinical use (both inpatient and community) when required - including requesting and couriering records to and from other locations when necessary;
- Ensuring a high level of data quality and integrity is maintained through identification and correction of errors in all relevant information systems;
- Provide administrative support to mental health inpatient/residential services and community mental health services through:
 - Collection and distribution of mail;
 - Ordering forms and brochures when required, from the allocated printing company;
 - Ordering stationery when required, through FMIS;

- Typing minutes following team meetings;
- Taking phone messages when the clinician is not available to do so;
- Answering phones and taking phone messages when required;
- Booking interpreters for consumers when required;
- Be the first point of contact for community, inpatient/residential staff with regard to medical records management issues;
- Identifying incomplete or incorrect MHA paperwork and delivering to the necessary person to be completed/ corrected;
- Attend and participate in relevant meetings as required;
- Assist in maintaining privacy and confidentiality of consumer information at all times;
- Assist in the development of common administration policies, processes, 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 workloads to meet fluctuating demands as guided by the Administrative Services Team Leader;
- Perform other administrative tasks as required by the Administrative Services Team Leader;
- Participate in self annual performance process, including a training and professional development plan

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are required 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. Understanding 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.

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

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

Position Title:	Administrative Assistant
Award Classification:	YC89
Award / Agreement Name:	Administrative Officers (79) (Victorian Public Mental Health Services Enterprise Agreement 2021-2024)
Position Reports to:	Team Leader, Administrative Services, MHWP

Essential

- a high level of demonstrated administrative experience and computer skills
- outstanding interpersonal skills, with an ability to liaise with consumers, staff and external stakeholders from varying backgrounds
- an ability to work autonomously, or as an affective member of a team, across sites as required
- a professional attitude, with the ability to manage competing demands, often in a high-pressure environment
- the ability to manage high volume data entry and/or processing
- a calm demeanour with a logical perspective and the ability to be adapt quickly to a changing environment

Desirable

Experience with CMI, iPM and CPF applications

Drivers licence and own vehicle

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