

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Administration Assistant: HARP and Chronic Rehab – Integrated Services
<b>Award Classification:</b>	HS1
<b>Award / Agreement Name:</b>	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Administration Team Leader, Manager, HARP and Chronic Rehabilitation Service (Integrated Services)

### 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 state-wide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



## 1. POSITION PURPOSE

The Administration Assistant position is focused on supporting the Integrated services team, HARP and Chronic Rehab program.

Duties may include but are not limited to data entry, word processing, managing email and telephone enquiries, meeting minute secretary. Reception and administration support to clients and clinical staff, including supporting tele-health and record management.

This may involve working across sites depending on service demands.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Respond to telephone enquiries quickly and efficiently, and direct calls as appropriate
- Register and waitlist new clients, book appointments and process discharges. Send timely correspondence and communication to patients and GPs as appropriate
- Register and seek new and updated referrals, including communicating with referrers, potential referrers, clinicians and external stakeholders
- Assist in all administrative tasks required for clinics and patient appointments.
- Request patient records from HIS and assist in maintaining of records of clients
- Maintain the patient registration database in a timely manner, ensuring admissions, discharges, appointment details, and patient information and contact details are accurate
- Adhere to guidelines and policies pertaining to privacy and confidentiality of client information
- Generate regular reports, on all aspects of program activity as directed including ability to report and manipulate data in Excel
- Participate in duties and tasks that enhance staff safety e.g. staff check in process
- Arrange and book patient transport, interpreting services, rooms, and other department assets
- Liaise with Fleet Management department for all aspects of fleet vehicle servicing, repairs
- Order and maintain supplies, stocktaking, receiving deliveries, processing invoice/purchase orders
- Liaise with IT, Communications, Engineering and Infrastructure departments
- Provide training and orientation of new staff in administrative and IT processes and act as a resource for other staff when required e.g. HMS support
- Assist in the development of common administration policies, processes, and systems adhere to documented administrative procedures
- Demonstrate an ability to take ownership for resolving problems in a timely manner
- Actively participate in a team environment in a positive and flexible manner
- 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 Manager, HARP and Chronic Rehabilitation
- Perform administrative tasks as required by the Manager, HARP and Chronic Rehabilitation

### **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 Compensation (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

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## **Essential**

- Demonstrated customer service for internal and external stakeholders and ability to effectively meet their needs in a helpful and professional manner
- Attention to detail
- Ability to work autonomously
- Demonstrated ability to organise resources and establish priorities
- Demonstrated ability to be innovative, resourceful and adaptive to change
- Excellent verbal and written communication skills
- Demonstrated time management capabilities and ability to work to a deadline
- Demonstrated understanding of medical terminology and previous experience in the healthcare industry
- Experience/proficient with Outlook, Word, Excel

## **Desirable**

- VCE qualification or equivalent (desirable)
- Secretarial / administrative diploma or graduate certificate (desirable)

## **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)