

# Eastern Health

## POSITION DESCRIPTION

|                                |   |
|--------------------------------|---|
| <b>Position Title:</b>         | Administrative Assistant - Transition Care Program  |
| <b>Award Classification:</b>   | Administrative Officer 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>    | Manager, Transition Care Program (Eastern Health)   |

### 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 Officer for the Transition Care Program provides high level administrative and clerical support to facilitate the smooth operation of Eastern Health's Transition Care Program. The Program operates in the community and at three residential sites currently located in Vermont, Blackburn South and The Basin. The Administrative Officer position is based at the TCP office in Wantirna South.

The duties of the Administrative Officer include being the first point of contact for the Program, management and maintenance of the current client list and client waiting list for both community and residential beds.

The position provides clerical support to the Program Manager and works closely with the Clinical Coordinators and multidisciplinary Transition Care Program team members, and the staff of the residential facilities from where the program operates.

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

- Provide a reception service to the Eastern Health Transition Care Program that is professional, proactive and efficient.
- Attend to enquiries from clients, the general public, outside agencies and Eastern Health staff relating to the Program and/or redirect as necessary.
- Undertake timely data entry to ensure the maintenance of an up-to-date client and waiting list spreadsheets and other data records including the Incident Reporting System (Riskman), the Patient Master Index / iSoft Systems, FMIS (EH ordering system), CPF, PFM and HMS.
- Collation of data and calculation of statistics for monthly reports and for reports required by the Commonwealth Department of Health and Aged Care (DHAC) and the Victorian Department of Health (DH). This includes preparation of the monthly Medicare claim form for reimbursement from the Commonwealth.
- Clerical duties such as filing, photocopying, attending to correspondence, preparation of meeting papers, minute taking and meeting agenda preparation in accordance with the Program requirements.
- Ensure Community TCP patient accounts are recorded correctly in Harrison to enable the accurate reporting in 'planned vs. provided' brokerage reports.
- Undertake the training and supervision of clerical replacement staff as required.
- Typing of general correspondence and other documentation, including discharge letters for Community TCP and the formatting of discharge letters for the Community TCP Geriatrician.
- Maintain office supplies ensuring appropriate stock levels, including maintaining and distributing personal protective equipment.
- Maintain the Transition Care Program office areas and office equipment to ensure continuous functionality and a safe and orderly working environment.
- Undertake the ordering of consumable items for client use as requested by dietetic staff in the program.
- Timely receipting and processing of invoices received both manually and via FMIS, and investigating irregularities as appropriate.
- Assist with the dissemination of approved fee waivers / amendments for Client fees as directed, including following up queries, tracking all the variations and monitoring fee reviews.
- Ensure correct information relating to all new admissions to the Program is forwarded to the appropriate program Pharmacy on a daily basis.

- Assume responsibility for the timely and efficient filing and archiving of all discharged client records, including prepping discharge paperwork for PDF scanning.
- Perform any other duties and reporting requirements pertaining to the role as requested by the Manager.

### **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 Key Result Areas/Key Performance Indicators
- Attachment 3 Eastern Health/Department 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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**Essential**

- Experience in an Australian health care setting
- Demonstrated ability to work autonomously.
- Flexibility with work days/times
- Well-developed computer and keyboard skills including a good knowledge of Microsoft Excel, Word, Oracle and Outlook Programs and experience with health database systems.
- The ability to apply self to other computer programs and a track record of using initiative to improve systems, processes and procedures.
- Well-developed administrative / clerical and organisational skills and attention to detail.
- The ability to collate, interpret and present data and the ability to demonstrate a high level of accuracy with data entry.
- Effective interpersonal skills and the ability to communicate with a broad range of internal and external customers to effectively ensure their needs are attended to in a helpful and professional manner.
- Self-motivated with a demonstrated innovative approach to work practices and the ability to streamline and prioritise workload with the flexibility in moving between tasks at short notice.

- Demonstrated time management capabilities and ability to work to a deadline.
- Previous experience in an administrative / clerical position
- An understanding of medical terminology
- A current Victorian Driver's Licence and access to own vehicle.

#### **Desirable**

- An understanding of Eastern Health's Transition Care Program

#### **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**

### **KEY RESULT AREAS/KEY PERFORMANCE INDICATORS**

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#### **Professional Responsibilities:**

- Assist with the development of administration services within TCP
- Assist with orientation of new or locum staff into the program (including program specific processes)
- Attendance at TCP team meetings, if they fall on a regular work day
- Demonstrate the values of Eastern Health whilst working to fulfil the organisations mission and vision.
- Demonstrate collaboration and an active contribution to effective and efficient patient flow, management and discharge within the clinical setting and the broader operations of the health service
- Evidence positive relations with the broader Eastern Health community and key stakeholders

- Provide timely feedback to student/new staff members, both in a formal and informal context.
- Maintain relevant documentation and data pertaining to patient assessment and management within the relevant clinical program area.
- Identify opportunities to enhance service delivery through quality improvement initiatives, communicate these opportunities to the line manager.
- Contribute to a positive working culture.
- Positively promote Eastern Health Values
- Actively seek communication from EH intranet site, email correspondence and iLearn
- Complete core training requirements, as relevant to the clinical practice area
- Membership of appropriate committees as opportunities arise and as directed by manager

### ATTACHMENT 3

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

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### TRANSITION CARE PROGRAM

Eastern Health's Transition Care Program is a State and Federal Government funded initiative. The purpose is to provide care and restorative services for up to 12 weeks for older people who have completed their hospital treatment. By offering low level, goal oriented therapy and support it allows people to be discharged more quickly from the acute and/or subacute settings and continue their recovery out of the hospital system while appropriate long term care is arranged.

Case management in the Program includes establishing community supports and services and where required, identification of residential care options. The Program's clinical staff provide low intensity therapy and other services to maintain / improve clients physical and cognitive functioning and to facilitate improved capacity in activities of daily living.

The Program consists of both residential and community based beds. The administrative office and community program are based at Wantirna Health.

Information regarding the Transition Care Program is available at [www.health.gov.au](http://www.health.gov.au)