

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Assistant Hospital in the Home
Award Classification:	HS1
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	HITH Administration 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 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 with Hospital in the Home is a professional worker with high level administrative skills who provides administration services within this ambulatory program. These services include reception and administration support to patients and clinical staff. The administration assistant has a key role in ensuring that targets for Hospital in the Home are maintained with timely entry of data statistics and monitoring of admission information

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Duties may include but are not restricted to:

- Undertake day-to-day processes of the service including reception and telephone enquiries
- Register new clients as required and processing of external referrals.
- Ensure accurate patient ward list over multiple sites.
- Maintain timely entry of activity statistics on HMS/Harrison/IPM - Waitlist & Outpatient including VIHNA Data
- FMIS accounts processing and office supplies ordering
- Arrange patient transport and interpreting services
- Maintain the patient registration database in a timely manner, ensuring admissions, discharges and appointment details are accurate, including iron waitlist.
- Assist and supporting staff with Cars, Mobiles and safety devices.
- Assist in maintaining privacy and confidentiality of client information
- Assist in the development of common administration policies, processes, and systems and adhere to documented administrative procedures
- Demonstrate high level verbal and written communication skills and negotiation skills
- Demonstrate High Level MSOffice & Windows skills
- 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 Administration Team Leader
- Perform administrative tasks as required by the Management team of Hospital in the Home and Medical staff.
- Work within the HITH Work Base, 1Sth Maroondah Hospital including HITH Clinic or HITH Oncology (Box Hill Hospital)

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: _____

Date: ____/____/____

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

- Ability to work a rotating roster including evening shifts and weekends
- Advanced customer service and interpersonal skills
- Advanced problem solving and time management skills
- Proven multitasking capabilities, demonstrating organisational and time management skills
- Demonstrated advanced skills in Microsoft Office, particularly Word, Excel and Outlook
- Demonstrated intermediate skills in HMS/Harrison & IPM, EMR & PFM
- Medical terminology knowledge
- Health care service experience
- Demonstrated experience in office administration and record keeping
- Demonstrated high level written and verbal communication skills
- Current Working with Children check
- A business / office experience

Desirable

- Current Victorian Drivers Licence

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