

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant - Eastern Health Breast & Cancer Centre
Award Classification:	HS1
Award / Agreement Name:	Administrative Officers (Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025)
Position Reports to:	Professional Report: Administration Team Leader, Breast & Cancer Centre Operational Report: Nurse Unit Manager, Breast & Cancer Centre

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

This position is responsible for the day-to-day administrative activities at The EH Breast and Cancer Centre.

Our Centre is situated at Maroondah Hospital. At the Breast & Cancer Centre we encourage a positive supportive work environment where all our staff are respected. Our Administration Team provide exceptional customer service, working together to process all clerical and reception related duties in a timely fashion. We strive to achieve optimal patient outcomes. Our wonderful administration team adheres to the Eastern Health code of conduct, policies and procedures, values and goals. All Eastern Health 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.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- a. Perform all general administrative tasks that assist with the day-to-day functioning of the Breast and Cancer Centre
- b. Utilise various forms of communication technology to maintain accurate and timely communication between staff, patients and other healthcare providers.
- c. Management of patient referrals both internal and external.
- d. Maintain communications with GPs and external healthcare providers where required.
- e. Accurately input patient information and data into various Eastern Health patient management systems in timely manner, and fix errors as required by Team Leader /Nurse Unit Manager.
- f. Provide support to Team Leader, Breast Care Nurses and Nurse Unit manager as required
- g. Accurately perform quality assurance activities.
- h. Maintain workstation environment as per infection prevention and control standards.
- i. Work respectfully and collaboratively as a key part of the multidisciplinary team, to ensure the efficient, effective and responsive operation of allocated work, in line with the organisations strategic plan and Eastern Health Values
- j. Participate in all mandatory training as prescribed by Eastern Health or Team Leader /Nurse Unit Manager.
- k. Provide agile administrative staffing in order to meet the needs of EH Breast & Cancer Centre.
- l. Exercise appropriate economy in the use of stores, equipment and energy.
- m. Problem solve within scope effectively as required and escalate appropriately when required.
- n. Ensure accurate and timely data input and maintenance across all relevant Eastern Health platforms.
- o. Perform other duties in-line with the HS1 classification as outlined in the relevant EBA

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
- Attachment 2 Key Performance Indicators
- Attachment 3 Eastern Health/Department/Specialty Information & additional position requirements

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

- Year 10 English written and spoken
- Computer competent; with excellent working knowledge of Patient Management Systems, Microsoft Word and Excel
- Advanced telephone and clerical skills
- Ability to provide quality customer service in a friendly and professional manner
- Demonstrates high level of written and verbal communication and interpersonal skills
- Demonstrates organisation and time management skills
- To have an interest in working in a patient centred environment
- Demonstrates ability to work and communicate as part of a multidisciplinary team
- Ability to work in a structured environment and carry out set duties
- Ability to take direction
- Ability to be responsible for managing own workloads and tasks in a timely manner
- Good problem-solving skills
- Ability to multitask in high pressure situations
- Punctuality in attendance

Desirable

- Health care agency experience
- Certificate in Medical Administration and Terminology
- Previous experience in similar position

ATTACHMENT 2

Key Result Areas /Key Performance Indicators

Position Title:	Administration Assistant
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Next Review Date:	January 2026
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Finance and Activity

- Demonstrates awareness of the requirement for the department to function within budget parameters.
- Uses available resources in a responsible and economical manner.
- Contributes to the achievement of performance leave targets.

Access and Responsiveness

- Staff and services are responsive and accessible to the customers they are designated to serve.
- Maintain daily activities to effectively support the department.
- Works in an efficient manner to maintain waiting-room capacity and improve patient flow through the clinic
- Carries out all administrative tasks appropriate to the HS1 classification as per EBA agreement

Learning and Growth

- Maintains currency of knowledge.
- Participation in performance reviews.
- Participation in staff education and training programs are evidenced.
- Exhibits willingness to learn new tasks and
- Ability to multitask in high pressure situations

Quality of Care and Service

- Can demonstrate knowledge of policies/procedures/guidelines relating to administrative and organisational functions.
- EH Policies and procedures relevant to area of specialty are implemented upon development and when revised.
- Has engaged in activities to reduce in the number of incidents/adverse events associated with patient care.
- Is aware of reporting system VHIMS and how to log any incidents/adverse events, and EH Policies and procedures surrounding this.

ATTACHMENT 3

Eastern Health/Department/Specialty Information & additional position requirements

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SPECIALTY SPECIFIC INFORMATION

Local Work Environment

The Breast and Cancer Centre at Maroondah Hospital is a busy department. Meeting the needs of patients from the community by providing a range of specialist services, including new patients referred from the community, Pre and Post-operative review appointments for ongoing care and post admission follow up from Eastern Health's network of hospitals.

Our Administrative Team are a highly regarded members of the multidisciplinary team that ensure the outpatient service functions well. Services offered in Breast and Cancer Centre include:

- Medical Oncology
- Radiation Oncology
- Psychology Services
- Oncology Trials
- Genetics Clinic
- Palliative & Supportive Care

Pre and Post Op Clinics for Specialties:

- Breast Surgery
- Plastics Surgery
- Endocrine General Surgery

Information & additional position requirements continued

The position encompasses a broad range of clerical, reception duties, data entry, appointment management, telephone enquiries and record management.

Hours of Duty: Monday-Friday, as per clinic and Cancer Services requirements
Please note: You may also be required to perform administrative duties across Eastern Health Cancer Services, in line with the HS1 classification as per the relevant EB, as required to assist in maintaining service function

Selection Criteria: It is essential that the successful candidate has previous experience in a health care setting. The successful candidate must be prepared and willing to participate in the rostered shifts.

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