

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Assistant – GEM/REHAB@HOME
Award Classification:	HS1
Award / Agreement Name:	The Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	GEM/REHAB@HOME Manager

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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



1. POSITION PURPOSE

The GEM/REHAB@HOME program delivers hospital-equivalent care to patients in the comfort of their own homes. This includes medical, nursing, and allied health services, with a strong focus on patient-centered care. The team is friendly, inclusive, and hard-working, and places great value on collaboration and respect.

The Administrative Assistant is a critical member of the GEM/REHAB@HOME team, providing high-level administrative and patient centred support to ensure the smooth coordination of care. This role works closely with the Clinical Coordinator and supports both staff and patients in the service.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Clerical Duties:

- Provide a warm and professional reception service in person, via phone, and email
- Accurately enter patient data for admissions and discharges in a timely manner.
- Maintain and update statistical data and reports as required using excel spreadsheets/IPM/EMR
- Perform word processing tasks including but not limited to updating waitlists and documentation.
- Schedule appointments and coordinate patient transport.
- Source fleet vehicles from other departments as needed.
- Order supplies and assist with stock monitoring and inventory control.
- Ensure all filing is completed in a timely manner
- Support the Clinical Coordinator and broader team with general administrative duties.
- Collate and send reports to others in the organisation on behalf of Coordinator or delegate
- Log maintenance requests via various hospital related systems (eg Engineering requests via BEIMS
- Input data and maintain data integrity on patient databases (eg iPM, HMS, CPF, waitlists) as required.
- Compile the patient record prior to admission and following discharge
- Liaise with Health Information Services regarding client data as required
- Check, update and maintain diary for patient appointments, admissions, discharges, patient leave
- Maintain sufficient client labels
- Liaise with Health Information Services regarding medical records from other EH sites

Communication:

- Foster and develop positive relationships with internal and external stakeholders including working cooperatively with staff across Eastern Health
- Training and orientation of new staff as requested
- Access your Eastern Health email through outlook on every shift to keep updated
- Identify and assist in implementing innovative and creative improvements to maximise efficiency
- Work with the Coordinator to improve processes and systems
- Maintain confidentiality and demonstrate courteous, professional communication with patients and staff.

3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

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.

Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually based on 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.

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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 proven working knowledge of Patient Management Systems, Microsoft Office, specifically MS Word, Excel, Outlook/Exchange ☐
- Advanced telephone and clerical skills
- Ability to provide quality customer service in a friendly and professional manner
- Demonstrated high level of verbal communication and interpersonal skills
- Demonstrated organisational and time management skills
- To have an interest in working in a patient-centered environment
- Demonstrated ability to work as part of a multidisciplinary team

Desirable

- Experience in a busy hospital and ward environment
- Familiarity with computer databases/software such as iPM, HMS, Harrison, EMR, CPF.
- Knowledge of medical terminology

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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