

Eastern Health

POSITION DESCRIPTION

Position Title:	Administrative Assistant, Telephone & Online Services
Award Classification:	HS2
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	Manager, Telephone & Online Services

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 administrative position is responsible for providing administrative support to the Telephone & Online Service Program (TOLS) at Turning Point.

The TOLS Program is a 24/7 helpline environment for people seeking help for issues related to alcohol, other drugs and problem gambling. The role provides admin support to the senior staff and counselling team within the service ensuring the service is resourced with stationary and stock, as well as managing other equipment purchases and payments to contractors with the support of senior staff. There is an expectation that all administrative staff be multi skilled and perform all functions described in the administrative position description.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Operational and Service Development

The position of Administration Officer is classified at HS2 base rate by virtue of the following requirements:

- Reception duties, answering telephone and directing calls to appropriate staff
- Greeting staff, and visitors and directing them to appropriate staff/service
- Manage mail processes including: distribution of incoming mail and franking of outgoing mail on a daily basis
- Responsible for entering purchasing requisitions on Eastern Health systems for stationery, stock and services
- Responsible for administrative functions for the Drug & Alcohol Clinical Advisory Service including organising doctor's rosters, meetings and pays.
- Ordering and recording of catering as required
- Booking of resources and equipment for staff– rooms, fleet cars etc
- Provide administrative training to new staff
- Record the bookings for building maintenance requests from staff
- Reviewing and updating of procedural manuals as required
- Assist with administrative tasks for recruitment and on-boarding new staff to the service
- Undertake general administration duties as directed by the Manager, Telephone & Online Services

Human Resource Management

- Support current colleagues and new staff in specific content areas and use of systems as appropriate and under guidance of the Manager
- Maintain harmonious, effective interpersonal relationships with all Turning Point personnel, wider staff group in Eastern Health, community and professional groups and with the external community.

Quality Care

- Participate in all mandatory training

- Maintain a commitment to continuous quality improvement through active involvement in learning and developing

Research

- Actively support the implementation of research projects and best practice initiatives across the alcohol, drug, and gambling services.

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: ____/____/____

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

ATTACHMENT 1**KEY SELECTION CRITERIA**

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Essential:

- Experience of working in an office environment
- Demonstrated experience in a quality focussed client service area
- Excellent communication and interpersonal skills and the ability to relate to people at all levels
- Strong organisational skills and the ability to prioritise multiple projects to meet deadlines
- Intermediate computer skills with competence in the use of Microsoft Word for Windows; Excel, and Outlook
- Demonstrated ability to work with limited supervision
- Demonstrated initiative and ability to follow up
- Commitment to a proactive approach of improving client service delivery

Desirable:

- Previous experience or demonstrated understanding of Healthcare industry
- Demonstrated experience working in a multi-disciplinary environment

ATTACHMENT 2**KEY RESULT AREAS/KEY PERFORMANCE INDICATORS**

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Operational and Service Development:

- Provision of timely routine general administrative and support services as requested by Manager, Telephone & Online Services
- Ensure the administrative areas are well presented
- Calls and visitors to service are greeted in a friendly and prompt manner; accurate information provided to callers
- Daily in/outgoing mail is accurately recorded and distributed in a timely manner
- Meeting rooms and other Turning Point resources accurately booked
- Turning Point publications are processed, actioned and quires followed up efficiently
- Supplies are ordered from Eastern Health's preferred suppliers
- Review and updating of procedure manual for the operation of the administrative assistant role is undertaken as identified
- Plan, organise and train other staff as required in administrative systems and databases
- Activities identified in annual performance appraisal are achieved within the specified timeframe

Human Resource Management

- Positive and effective working relationships with all staff developed and maintained

Quality Care

- Identify and promote opportunities to improve processes and systems in accordance with quality system methods
- Key systems and processes are clearly documented and continuously improved
- Support initiatives that aim to improve ways of working
- Operations meet Eastern Health's Quality Framework

Other

- Active promotion of Eastern Health's strategic goals and directions both internally and externally Adherence with the Eastern Health values

- Adherence with all Eastern Health policies

Other

- Active promotion of Eastern Health's strategic goals and directions both internally and externally Adherence with the Eastern Health values
- Adherence with all Eastern Health policies

ATTACHMENT 3**Eastern Health/Department/Specialty Information & additional position requirements**

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SPECIALTY SPECIFIC INFORMATION**ORGANISATIONAL CONTEXT**

Eastern Health is a leading provider of Health care in the eastern region of Melbourne and incorporates Acute: Aged Care, Rehabilitation and Community Health (ACRCH); and Mental Health and Alcohol & Drug Services across a number of large, medium and small work locations.

Statewide Services

The Statewide Services Program at Eastern Health provides specialist alcohol, drug and gambling treatment and support services and the only Victorian centre for treatment of Borderline Personality Disorder. The services integrate treatment and support services with research, education and training. The Statewide Services Program operates from sites in Richmond, Box Hill and Ringwood. Services are provided through Turning Point and Spectrum.

Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point assists services, communities and government to respond to current and emerging alcohol and drug and gambling issues.

Turning Point's specialist clinical services cater for the needs of clients with complex needs such as young people, pregnant women, polydrug users and people with mental health diagnoses. Telephone and online services operate at state and national levels, providing multiple information and support programs to clients, their families, and allied professionals. Turning Point currently provides online and telephone counselling services for people experiencing gambling, alcohol and other drug related problems, and is a key referral point into the treatment system across multiple states.

Spectrum is the Personality Disorder Service for Victoria. Spectrum's work can range from contributing to research, capacity building in the workforce (state wide and nationally) to providing a full clinical service of evidence based treatment interventions including: specialist assessment and

case management, one to one treatment, psychotherapy groups, secondary consultation (including telephone and online).

Local Work Environment

TURNING POINT

Turning Point Centre was established in 1994 to provide leadership to the alcohol and other drug sector in Victoria. This leadership role is based on core areas of activity:

- Clinical service provision
- Clinical and population-based research
- Service system development and review
- Education and training
- 24-hour telephone and on-line counselling and information services

Turning Point works collaboratively to improve alcohol and other drug policy and practice with the aim of maximising the health and wellbeing of people and communities living with and affected by alcohol and other drug-related harms.

Turning Point is a specialist treatment, research and education service based in Victoria. Our vision is to improve the wellbeing of individuals, families and communities adversely affected by alcohol, drugs and gambling. Turning Point's Telephone and Online Services operates an integrated network of 24/7 hours drug, alcohol and problem gambling counselling, information, consultancy and referral services across six States/Territories in Australia.