

Position Title:	Administration Officer – Emergency Department
Award Classification:	Administration Officer HS1
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Current Effective Date:	February 2018
Next Review Date:	December 2023
Reports to:	Administration Officers' Team Leader

1. ORGANISATIONAL INFORMATION

Our Vision

Great health and wellbeing.

Our Mission

To provide positive health experiences for people and communities in the east.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health e-learning orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation, and are testament to the Eastern Health Mission Statement; they include the concepts of Kindness, Respect, Excellence, Agility and Humility.

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health e-learning orientation.

2. POSITION SUMMARY

The administration officer in the Emergency Department (ED) is an integral member of the multidisciplinary ED team, and is responsible for the provision of all clerical and administrative functions and services to

support the team to deliver safe and effective care to patients and their families

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

This role includes (under the leadership of the NUM and the direction of the Administration Officers' Team Leader):

Administration

- Provide clerical staffing at all workstations as may be required in order to meet the business needs of the department.
- Complete all administrative and clerical functions, including, but not limited to, patient registration, all admissions, (public, private, compensable and DVA) transfers and discharges, patient enquiry and telephone call management in an accurate and timely manner.
- Liaise with the Administration Officers' Team Leader to ensure all workstations are functioning at optimal staffing; thereby ensuring medical and nursing staff are provided with clerical support at each workstation.

3.1 A Provider of Great Healthcare.

- 3.1.1 Works collaboratively as a member of the ED team and broader Eastern Health team to ensure the efficient, effective and responsive operation of the health service.
- 3.1.2 Ensures that all administrative functions are completed within the mandates of the position, and under the direction of the ED Nurse Unit Manager (NUM), Administration Officers' Team Leader or their delegates. This includes but is not limited to: all administrative and clerical functions related to patient registration (including compensable and insurance status), admission (including 'Private in Public' patients), transfer and discharge, patient record access, management and storage, and patient enquiry and telephone call management.
- 3.1.3 Works efficiently and effectively in all areas of the Emergency Department.
- 3.1.4 Supports patients' and their families' understanding of the service through effective and timely communication.
- 3.1.5 Practices in accordance with relevant Acts, Agreements, Eastern Health Directions, Policies, Procedures and Staff Handbook and Code of Conduct. Reports personal and other non-compliance to the Team Leader or delegate, or NUM.
- 3.1.6 Complies with Eastern Health policies regarding reporting of actual or near-miss events.

3.2 A Great Patient Experience.

- 3.2.1 Treats all patients, clients, residents, visitors and staff in a courteous and non-discriminatory manner.
- 3.2.2 Provides an efficient and customer focussed service.
- 3.2.3 Facilitates effective admission and discharge processes in accordance with the guidelines established by the Emergency Department and Eastern Health.
- 3.2.4 Promotes a culture of continuous service improvement within the unit, participating in the Eastern Health Quality Framework.
- 3.2.5 Participate in activities designed to continuously improve standards of service and practice in accordance with the Eastern Health Quality Framework, and guidelines.
- 3.2.6 Maintains an environment that maximises the safety of patients, staff and visitors. Ensures that practices are in accordance with Infection Control standards. Corrects and reports non-compliance with these standards to the Team Leader (or delegate) or NUM immediately.

3.3 A Great Place to Learn & Work.

- 3.3.1 Treats all employees of the organisation with respect and dignity and without discrimination or harassment.

- 3.3.2 Complies with training requirements specified by Eastern Health and maintains accurate documentation of evidence of this training and any other professional development undertaken.
- 3.3.3 Participates in relevant professional development programs to ensure compliance with current unit practices.
- 3.3.4 Develops and maintains proficiency in the knowledge and skills required to perform the role of the Administration Officer in all areas of the Emergency Department.
- 3.3.5 Participates in the Eastern Health annual performance feedback and development process - evaluating personal performance and planning self-development.

3.4 A Great Partner with our Communities.

- 3.4.1 Under the leadership of the NUM and Team Leader supports initiatives to ensure patient flow strategies meet the needs of the community and the organisation.
- 3.4.2 Advocates the Values of Eastern Health to the broader community.

3.5 A Great Achiever of Sustainability.

- 3.5.1 Exercises appropriate economy in the use of stores, equipment and energy.
- 3.5.2 Supports the NUM/Team Leader in the identification of new initiatives to improve sustainability in the unit/department.

4. OCCUPATIONAL HEALTH AND SAFETY

- Provide and maintain so far as is practicable a working environment that is safe and without risk to health. Take care of your 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 your 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.
- Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 1985 and the Accident Compensation (Work Cover) Act 1992.

5. 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.

6. 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 legalisation, 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.

7. 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. The Employee is bound by the Information Privacy Act 2000, the Health Records Act 2000 and all Eastern Health policies and procedures relating to patient information and record management.

8. 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.

9. PERFORMANCE DEVELOPMENT

A performance review, that includes agreed targets, will occur six (6) 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.

10. KEY SELECTION CRITERIA

Essential

Demonstrated computer keyboard, data entry and word processing skills

Advanced customer service experience in an all centre or customer facing environment

Strong time-management, conflict resolution and problem solving skills

Ability to work autonomously and as part of a diverse team

A strong commitment to high quality care

Professional presentation, style and manner.

Desirable

Previous experience in an Emergency Department.

Attributes

- Commitment to work collaboratively within the multidisciplinary team
- Professional work ethic.

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.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____