

Eastern Health

POSITION DESCRIPTION

Position Title:	Receptionist / Administrative Assistant – Part Time
Award Classification:	HS1
Award / Agreement Name:	Administrative Officers(10) Health and Allied Services Managers & Administrative Workers (Victorian Public Health Sector) Single Interest Employers 2021 - 2025
Position Reports to:	Facility Coordinator and Administration 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



1. POSITION PURPOSE

In conjunction with the rest of the Reception/Administrative team, this position is responsible for facilitating the flow of patients through Yarra Ranges Health via Reception, Oncology and Theatre.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- a. Respond to telephone and counter enquiries and act as the initial point of contact within the service.
- b. Receive and administer bookings for various programs and clinics delivered throughout Yarra Ranges Health.
- c. Record and update patient and demographic information in an accurate and timely manner and always maintain patient confidentiality.
- d. Carry out the registration, discharge and admission processes for patients/clients as required by the different programs including database entry and paper documentation.
- e. Receive payments and issue receipts as required.
- f. Collect and distribute all incoming and outgoing mail.
- g. Compliance with Eastern Health policy frameworks.
- h. Efficient and courteous provision of customer service.
- i. Participate in staff meetings as required.
- j. Undertake other duties as directed by the Administration Team Leader and/or Administration Manager – Yarra Ranges Health and Healesville Hospital and Yarra Valley Health (or delegate) as required.
- k. Work across sites/departments within Eastern Health as directed.
- l. Be aware of and observe Occupational Health and Safety work practices and promote health promotion practices within Yarra Ranges Health.
- m. Provide Area Warden coverage when rostered to do so.
- n. Provide reception emergency code response.
- o. Processing E-Referrals as required.
- p. Ad hoc duties as required.

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 centered 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

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

- Timely and effective communication skills
- Well-developed interpersonal skills
- Demonstrated understanding of customer service with internal and external consumers and a commitment to effectively meeting their needs, in a helpful and professional manner.
- Demonstrated time management capabilities, problem solving skills and ability to work to a deadline.
- Demonstrated organisational skills with the ability to plan, organise and prioritise a workload, with the flexibility in moving between tasks at short notice.
- Demonstrated ability to work as part of a multi-disciplinary team including the ability to work autonomously.
- A high level of administrative and keyboard skills, including a knowledge of common office computer applications.
- Demonstrated ability to adhere to policy and procedures.
- Demonstrated commitment to quality improvement.
- Flexible availability to cover rotating rosters.
- Experience working in Reception/Customer relations.

Desirable

- Health industry experience.
- Experience in a reception or administrative roles .
- Experience with Health Database Systems.
- Experience in health administration/environment and 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