

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Acting Administration Team Leader
<b>Award Classification:</b>	HS2
<b>Award / Agreement Name:</b>	The Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Position Reports to:</b>	Nurse Unit Manager, Eastern Health Breast and 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

The Administration Team Leader, Eastern Health Breast and Cancer Centre, is fundamental to the ongoing supervision and leadership of the administration staff. The Team Leader is responsible for ensuring smooth running of all administrative systems and processes of the Breast Clinic within the Centre, leading the day-to-day clerical support of the multidisciplinary teams, working with the team to achieve goals and provide excellence in patient care. This role monitors the progress and achievements of the team, co-ordinating and assisting with a wide range of clerical functions to ensure targets are met and safe patient-centred care is prioritised.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Ensure excellent customer service is provided by administrative staff when responding to any service requests as the initial point of contact
- Create an inspiring team environment with an open communication culture
- Oversee day-to-day operation, delegate tasks appropriately and set deadlines, assisting as required to maintain daily administrative functions of the centre.
- Working within team, to manage clinic referrals and bookings, in-keeping with relevant policies and guidelines to ensure equitable timely access for healthcare recipients
- Monitor and manage team performance, reporting on metrics, with support from manager as required
- Promote learning and teaching within the team
- Listen to team members' feedback and resolve any issues or conflicts within scope
- Rostering of administrative staffs in accordance with relevant EA's
- Liaising directly with medical teams as required, notifying manager of any concerns
- Ordering, processing and organising of accounts in a timely manner
- Assisting with recruitment of potential administrative candidates alongside manager
- Implement new processes and procedures in alignment with Eastern Health policies and procedures. Inclusive of training and supporting other team members as required.
- Oversight implementation of administrative policies and coordinate administrative systems
- Understanding and ability to access reports across all patient management software; including ability to collate reports and present in appropriate format to manager
- Ensuring all administrative guidelines and processes are kept up to date
- Perform other duties in-line with the HS2 classification as outlined in the relevant EBA

## 1. 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.

## **2. 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.

## **3. 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

## 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

- Work experience as a team leader or supervisor
- Takes initiative and is able to work autonomously
- Demonstrated patient-focused care
- Knowledge of performance metrics and KPI's
- Excellent computer skills not limited to Patient Management systems, excel and Microsoft word
- Excellent communication and Leadership skills
- A strong commitment to high quality care and safe working environments
- Excellent organisation skills
- Highly developed interpersonal skills and leadership experience
- Proven ability to manage competing priorities, problem solve and work to timelines
- Experience working in an acute healthcare setting

#### Desirable

- Related qualification or working towards e.g certificate in Medical Administration
- Certificate in 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](mailto:Aboriginal.Workforce@easternhealth.org.au)*