

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Assistant
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:	Director of Postgraduate Medical Education Unit

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 Assistant supports the work of the Postgraduate Medical Education Unit (PMEU), working across PMEU programs. The role includes customer service, administration operations, data management, records management, meeting administration and general administration duties.

The PMEU department is part of the Eastern Health Institute and oversees the Prevocational Education and Training Program for Interns and Hospital Medical Officers 2 (HMO2) and IMG HMO Education and Training Program, and ensures interns, HMO2 and IMG HMO doctors comply with the Australian Health Practitioner Regulation Agency (Ahpra) requirements of their registration and Eastern Health policies and procedures.

The Administration Assistant role requires adaptability, excellent organisational and prioritisation skills, strong attention to detail, confidence with Microsoft programs and videoconferencing, and the willingness to initiate independent problem solving.

This position is a point of first contact for any Eastern Health staff or guests who present, telephone or email PMEU. This role must provide the best experience for any person who wishes to engage with PMEU.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

This position reports to the Director of PMEU, and works closely with the Co-Directors of IMG Training, IMG HMO Supervisors, Ahpra Principal Supervisors, Medical Education Officers, Administration/Accreditation Coordinator and Personal Assistant, Supervisors of Junior Doctor Training, Director of PMEU and the Medical Workforce Unit.

International Medical Graduate (IMG) Program-related Responsibilities:

- Support maintenance of the IMG Supervisor email account in conjunction with Co-Directors of IMG Training and IMG HMO Supervisors, responding to and managing enquiries, and escalating issues in a timely fashion to the IMG Team
- Process IMG assessment and other documentation, and escalate any issues of concern to the Co-Directors of IMG Training, IMG HMO Supervisors and Ahpra Principal Supervisor
 - Monitor iLearn mandatory training completion reports to ensure these modules are completed prior to the Orientation Report (ORIG-30) being signed by the relevant AHPRA Principal Supervisor
 - Liaise with the IMG Doctor in Training and the Supervision Team (including Ahpra Principal Supervisor, Co-Directors of IMG Training and IMG HMO Supervisors) to escalate incomplete or incorrectly completed documentation promptly
 - Submission of documentation to Ahpra by due dates
- Maintain a training compliance database (Tracker) ensuring that the AHPRA Work Performance report (WRIG-30) and Orientation Report (ORIG-30) are completed within AHPRA timeframes and escalate outstanding documentation or concerns promptly to Co-Directors of IMG Training

- Support maintenance of the IMG Term Supervisor list in conjunction with Co-Directors of IMG Training and IMG HMO Supervisors to ensure currency and accuracy
- Facilitate records management and storage

General Administration

- Actively contribute and assist with PMCV accreditation preparation, activities and initiatives to support maintenance of accreditation of the Intern and PGY2 medical training program and also support other accreditation-related activities such as ACHS accreditation
- To support the administrative duties and activities of PMEU and the Director of PMEU
- To answer all incoming phone calls/emails professionally and in a timely manner and re-direct where appropriate.
- Support maintenance of PMEU electronic mailbox in conjunction with the Medical Education Officers and Administration/Accreditation Coordinator and Personal Assistant
- Maintain currency of PMEU website and PMEU communication channels with stakeholders
- Meeting administration, including agenda preparation and minute taking
- Attend and contribute to meetings
- Data entry
- Collation of statistical data for projects, programs and reports as well as for accreditation-related documentation and reports
- Catering, stationary, office supplies, education equipment orders etc.
- Record maintenance such as asset management record, Doctor in Training attendance records, accreditation records, financial records and transaction records etc.
- Meeting and appointment scheduling
- Room and venue bookings
- Provide support and training for software programs and videoconferencing equipment utilized by Eastern Health to staff within PMEU
- Video, audio and/or podcasting editing and publishing
- Review and update operating guidelines, procedures or PMEU documentation as required
- Reporting and follow up of the Mandatory Training Compliance report (currently found on the JMO iLearn portal and PowerBi reports) including sending reminders to Doctors in Training to complete mandatory training requirement
- Assist and support preparation, implementation and evaluation of annual Intern and HMO/Registrar Orientation Programs (held in January, February, August and September)
- Preparation, setup and pack up of PMEU-facilitated sessions, events and activities, as well as accreditation site survey visits
 - Including onsite support for Orientation Programs, Careers Events and other PMEU-facilitated programs, as well as accreditation site survey visits
- Self-directed in work and demonstrates commitment to complete actions and achieve required outcomes

Other Responsibilities:

- Cover for periods of leave and support the activities of other members within the PMEU as required
- All other duties as requested by the Director of Postgraduate Medical Education Unit

- Travel to Eastern Health sites is required and the Administration Assistant is expected to be able to work across EH sites/locations such as Maroondah Hospital, Box Hill Hospital, Angliss Hospital, Peter James Centre, Wantirna Health etc.
- Demonstrate flexibility with timing of annual leave
- Complete Achieve conversation annually

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 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

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Exhibits adaptability and flexibility including the ability to work across EH sites/locations (Box Hill Hospital, Maroondah Hospital, Angliss Hospital, Peter James Centre, Wantirna Health etc.)
- Proactive and independent approach with demonstrated self-initiative and strong work ethic to complete work with accuracy and before deadlines
- Is systematic, thorough and attentive to detail in their work
- Able to manage competing priorities effectively
- Demonstrated experience in excellent customer service and professional verbal and written communication
- Highly confident in computer skills (Microsoft Office and M365 programs e.g. Word, Excel, Outlook, Teams, One Drive, PowerPoint) and Learning Management Systems
- Able to work effectively individually, and collaboratively within a team
- Holds current driver's licence

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

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: ___/___/___