

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Allied Health Research Administration Officer</b>
<b>Award Classification:</b>	<b>Administrative Officer Grade 2 (HS1)</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers &amp; Administrative Officers) Multiple Enterprise Agreement 2021-2025</b>
<b>Position Reports to:</b>	<b>Allied Health Clinical Research Office Manager (Eastern Health Institute)</b>

### 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 officer is a professional worker with proficient level of administrative skills who provides administration services within the Allied Health Clinical Research Office (AHCRO). The AHCRO is a collaboration between La Trobe University and Easter Health, and aims to do high quality research that improves health services and patient outcomes, while also promoting and supporting research activity at Eastern Health.

This role will provide administrative support to the Manager of the AHCRO and research staff, primarily at 5 Arnold Street Box Hill but occasionally at other sites depending on service demands. The administration officer has a key role in ensuring the smooth operation and efficiency of the AHCRO, and the conduct of allied health research projects. The role requires well developed interpersonal skills, excellent organisational and prioritisation skills, IT expertise and the ability to work under pressure whilst maintaining attention to detail.

## **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

Duties may include but are not restricted to:

- Support day-to-day processes of the AHCRO including general clerical duties, such as
  - field and track telephone/email enquiries,
  - order supplies and raise invoices,
  - maintain AHCRO's staff roster,
  - provide meeting secretariat function including preparation, collation and distribution of agendas and taking minutes,
  - assist with coordination of recruitment such organising interviews and collating applicant information,
  - monitor mandatory training data,
  - manage online and paper filing,
  - and assist with scheduling of meetings for senior staff.
- Support research projects under the direction of research staff, such as registering new participants in research projects, entering data, preparing interview transcripts and maintaining project websites.
- Support the organisation and delivery of research training activities, through tasks such as managing room bookings, promoting/marketing training opportunities, formatting or printing training materials, registering participants in training programs, and monitoring attendance
- Support research promotion activities, such as assisting with tasks associated with the annual allied health forum, formatting and distributing the quarterly allied health research newsletter, compiling information for the annual allied health research report, and updating AHCRO intranet and internet pages
- Maintain privacy and confidentiality of research data and monitor compliance checklists

## **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

- Demonstrated intermediate to advanced knowledge of Microsoft Office products (e.g. Word, Excel, Outlook, Teams, SharePoint, One Drive and PowerPoint)
- Experience in the provision of administrative and secretarial support services
- Experience in administrative tasks and knowledge of Microsoft office computer software (word, excel, powerpoint, Teams, outlook etc)
- Excellent verbal and written communication skills
- Commitment to adhering to Eastern Health values and strategic directions including being patient centred, collaborative, upholding confidentiality and privacy of client information and ethical conduct in research
- Excellent interpersonal skills and ability to function and work within a team

#### Desirable

- Experience within either a healthcare or research environment
- A business / office qualification and experience
- Knowledge of health service data and administration systems used at Eastern Health, (such as FMIS, Success Factors, Roster-On, iLearn, EH Assist) and/or platforms used for research (such as RedCAP or Ethical Review Manager)

#### Behavioural Competencies

- Demonstrates a “can do” and positive attitude
- Enthusiasm, energy and drive
- Highly organised and attention to detail