

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Officer Aged Care Assessment
Award Classification:	HS1
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian public sector) (single interest employers) enterprise agreement 2021-2025
Position Reports to:	Administration Team Leader Aged Care Assessment 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

The Aged Care Assessment (ACA) administration team provides efficient and flexible support to the Aged Care Assessment team, a multi-disciplinary clinical team whose core objective is to comprehensively assess the needs of frail older people to facilitate access to Commonwealth aged care services. A key component of this role is accurate data entry within multiple patient management systems and there is a strong emphasis on communication with clients, service providers and staff.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Admin staff are required at all times to adhere to Eastern Health confidentiality and privacy guidelines and to maintain internal and Commonwealth key performance indicators. Duties may include:

Reception Duties

- Answer reception telephone in a professional, polite and timely manner, screen calls, provide information or transfer caller to triage or appropriate clinician or their voicemail.
- Greet visitors to department and assist with enquiries

Pre-Assessment Processing of Referrals

- Process incoming community and hospital referrals
- Register/update client details on multiple patient databases
- Record actions in progress notes in My Aged Care and Clinical Patient Folder

Appointment Bookings

- Entering appointment times into clinician calendars and car bookings in Poolcar
- Routine booking of ACAS appointments
- Booking interpreter as required
- Conduct home visit risk assessment via phone with client
- Compile patient packs and deliver to bookings officer

Post-Assessment Processing of Assessment Paperwork

- Update PMI as required
- Photocopy/scan assessments documents and mail as per clinician's instructions, record action on MAC
- Upload assessment documents to MAC/CPF

Fleet Vehicle Maintenance

- Monthly vehicle audit
- Book regular service and cleaning of vehicles
- Liaise with fleet manager/ regarding repair of vehicles

- Maintain fire kit within vehicles
- PoolCar administrator for vehicle bookings/cancellation of bookings

Safety Procedures

- Record staff call ins on daily sheet
- Monitor staff movements throughout the day and call staff to check on their safety as required Monitor CFA website during bushfire season and update fire information sheet
- Area Warden duties
- Daily monitoring of dept mobiles and WorkSafe Guardian alarms

Geriatrician Assessments

- Liaise with client/carers to book appointments and with GP to obtain pathology results
- Book interpreter as required
- Update geriatrician calendars
- Use Winscribe dictation system to type letters dictated by geriatricians
- Mail letters and upload to CPF

Departmental Resources/Supplies/Stock Ordering

- Monitor departmental stock and order brochures/books/forms/stationery via Oracle ordering system as required
- Photocopy various information sheets as required for use within the department, make up information packs as required.

Departmental Meetings

- Attend ACAS team and service meetings and admin team meetings and take minutes as required

Audits

- Record activity related to various admin tasks to ensure KPI's are being met

Statistical Reports

- Prepare statistical reports for Eastern Health Executive, Commonwealth Government, ACAS manager as required

Staff Orientation

- Assist with orientation/training of new staff to admin procedures and processes

Clerical Support

- Interpreter Bookings
- Ingoing/outgoing mail
- Timesheets

- Photocopying
- Faxing
- BEIMS requests

Other administrative/clerical duties that fall within the award framework as required/requested by Admin Team Leader.

While admin staff will be based primarily at one EH site they may be asked to work at other sites as staff resources demand

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

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

Position Title:	Administration Officer ACAS
Award Classification:	HS1
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian public sector) (single interest employers) enterprise agreement 2021-2025
Position Reports to:	Administration Team Leader ACAS Manager Ageing Well

Essential

- Advanced computer, data entry and clerical skills in a health setting
- Ability to prioritise, multi-task and maintain a customer focus in a fast paced work environment
- Demonstrated highly developed organisational and time management skills
- Demonstrated high standard of verbal and written communication skills
- Well-developed interpersonal skills and ability to provide a high level of customer service
- A flexible approach to tasks undertaken
- Ability to work as an effective team member
- Ability to work independently with minimal supervision in a confidential manner

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