POSITION DESCRIPTION

Position Title:	Administration Assistant – SACS Services, Care@Home Annual leave reliever
Award Classification:	HS1
Award / Agreement Name:	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
Reports to:	Administration Team Leader – SACS Services, Care@Home

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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

To provide admin support for the Care@Home directory and cover a number of duties and sites as the annual leave reliever. These services include reception and administration support to clients and clinical staff. 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. The administration assistant has a key role in ensuring that clients receive a professional, friendly, efficient and courteous service.

This position is required to work across four Eastern Health sites (Angliss Hospital, Wantirna Health, Peter James Centre, Burwood and Yarra Ranges Health, Lilydale).

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Admin staff are required at all times to adhere to Eastern Health confidentially and privacy guidelines.

Duties may include but are not restricted to:

Reception Duties

- Answer reception telephones in a professional, polite and timely manner, screen calls, provide information or transfer calls to the appropriate service or clinician.
- Greet visitors and clients at reception and assist with enquiries
- Register new clients as required and send timely correspondence to the client / referrer / GP and other parties as requested
- Assist in mail collection and timely distribution
- Make client bookings and coordinate client appointments as required.
- Arrange patient transport and interpreting services when needed
- Ability to prioritise, multi-task and maintain a customer focus in a fast-paced work environment
- Participate in duties and tasks that enhance staff safety e.g. staff check in process
- Maintain the patient registration database in a timely manner, ensuring admissions, discharges and appointment details are accurate
- Assist in maintaining privacy and confidentiality of client information
- Generate regular reports, on all aspects of program activity as directed including ability to report and manipulate data in Excel
- Knowledge of medical terminology
- Provide timely word processing of correspondence and typing of letters
- Provide training and orientation of new staff in administrative and IT processes and act as a resource for other staff when required e.g. HMS support
- Assist in the development of common administration policies, processes, and systems and adhere to documented administrative procedures
- Demonstrate high level verbal and written communication skills and negotiation skills
- Demonstrate an ability to take ownership for resolving problems in a timely manner
- Attend and participate in relevant meetings as required
- Actively participate in a team environment in a positive and flexible manner
- Share information and work cooperatively with all administration team members to ensure adequate coverage of duties and a fair balance of workloads to meet fluctuating demands as guided by the Administration Team Leader Rehabilitation & Ambulatory Specialist Clinics Stream
- Perform administrative tasks as required by the Administration Team Leader SACS Services, Care@Home
- Work across sites depending on service demands
- Administration rotations between sites depending on service demands

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 fulfill 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 2000.

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. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. 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.

Signed: _____ Date: ____/____/____
Manager (Rehabilitation and Specialist Clinics) Specialty Medicine & Ambulatory Care

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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Current Effective Date:	March 2026
Next Review Date:	March 2027
Reports to:	Administration Team Leader – SACS Services, Care@Home

Essential

- Advanced customer service and interpersonal skills
- Be highly agile and flexible as duties will change daily
- Advanced computer, data entry and demonstrated administrative skills in a health setting or similar environment
- Ability to prioritise, multi-task and maintain a customer focus in a fast-paced work environment
- Demonstrated advanced skills in Microsoft Office, particularly Word, Excel and Outlook
- Demonstrated highly developed organisational and time management skills
- Demonstrated high standard of verbal and written communication skills
- Proven ability to take direction from team leader/manager and consistently follow through on assigned tasks
- Proven ability to work as an effective team member and has a flexible approach to tasks undertaken
- Ability to work across sites

Desirable

- A business / office qualification and experience in a healthcare setting
- Medical terminology knowledge
- Experience utilising patient management software and being able to efficiently run reports on program activity – (e.g. Harrison, HMS)