

# Eastern Health

## POSITION DESCRIPTION

Position Title:	Reception/Administration Assistant
Award Classification:	HS1
Award / Agreement Name:	Victorian Public Health Sector (health and Allies Services, (Managers & Administrative workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Administration 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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



## 1. POSITION PURPOSE

Responsible for providing a courteous and professional receptionist response to all phone call enquiries and visitors to Statewide Services (SWS), which comprise of Turning Point (including Hamilton Centre) and Spectrum, and for the provision of general administrative services across Statewide Services operating from Richmond site.

The role operates within a shared service model and is required to provide flexible reception and administrative support across Turning Point and Spectrum, including supporting consumers, carers and stakeholders in a multidisciplinary clinical environment. The position requires the ability to communicate effectively and sensitively with consumers, including those who may present with complex needs or distress, and their families and carers.

The role contributes to a consistent, high-quality reception and administrative service across Statewide Services.

Statewide Services comprise of Turning Point and Spectrum (including Hamilton Centre) and Spectrum.

Turning Point is Eastern Health's Centre of Excellence and Australia's leading national addiction treatment, training and research centre. Turning Point seeks to transform the way society provides treatment, specialist care and support for those affected by addiction

Spectrum is the statewide centre of clinical excellence that provides leadership in the application of evidence-based best practice for treatment and recovery from personality disorders, research and training.

For information about Statewide Services, Turning Point (including Hamilton Centre) and Spectrum please refer to the attachment 2.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Provide reception services including greeting clients, visitors and staff.
- Provide welcoming, respectful, and trauma-informed reception experience for consumers, carers and visitors.
- Answer incoming telephone calls and respond to enquiries.
- Manage mail, deliveries, and correspondence.
- Process purchasing requisitions (IPROC) and maintain records.
- Responsible for entering Capex for goods or services
- Receive, document and distribute medical reports and FOI requests to clinical staff members
- Record, request and facilitate maintenance requests
- Coordinate transport, catering, and bookings.
- Maintain and update electronic medical records including scanning and data entry.
- Support Medicare bulk billing processes.
- Provide administrative support including data entry, reporting, and document management.
- Review and update procedure manuals as required
- Assist with onboarding and training of new administrative staff.

- Provide electronic health system training to staff and students
- Undertake minute taking and general administrative support as required.
- Support KPI reporting and service data requirements.
- Participate in organisational training and development including completing Achieve conversation annually
- Duties are performed across SWS - Turning Point and Spectrum and may vary to support service needs within a shared reception and administrative model.
- Perform other duties as directed.

### **3. SAFE PRACTICE AND ENVIRONMENT**

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

#### **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.

### **Our commitment to Diversity, Equity & Inclusion**

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## **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.*

*Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

### INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

## ATTACHMENTS - KEY SELECTION CRITERIA

- Attachment 1 Key Selection Criteria
- Attachment 2 Additional Information

### ATTACHMENT 1 – Key Selection Criteria

<b>Position Title:</b>	<b>Reception / Administration Assistant</b>
<b>Award Classification:</b>	<b>HS1</b>
<b>Award / Agreement Name:</b>	<b>Victorian Public Health Sector (health and Allies Services, (Managers &amp; Administrative workers) Single Interest Enterprise Agreement 2021- 2025</b>
<b>Position Reports to:</b>	<b>Administration Manager</b>

#### Essential

- Prior experience of working in a reception/administration environment
- Demonstrated experience in a quality focused client service area
- Excellent communication and interpersonal skills and the ability to relate to people at all levels
- Strong organisational skills and the ability to priorities multiple projects to meet deadlines
- Intermediate computer skills with competence in the use of Microsoft programs
- Demonstrated ability to work with limited supervision
- Demonstrated initiative and ability to follow up
- Commitment to a proactive approach of improving client service delivery
- Experience with Medicare bulk billing

#### Desirable

- Previous experience or demonstrated understanding of Health care industry
- Demonstrated experience working in multi-disciplinary environment
- Previous experience with Medical Director Prac Soft client package
- Previous experience with IPM & CPF
- Previous Salesforce package experience

#### 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)*

## ATTACHMENT 2 – Additional Information

### Eastern Health/Department/Specialty Information & additional position requirements

<b>Position Title:</b>	Receptionist / Administration Assistant
<b>Department / Specialty Area</b>	Statewide Services (Turning Point (incl Hamilton Centre) and Spectrum)
<b>Campus / Physical Location</b>	Richmond

### ORGANISATIONAL CONTEXT

#### Eastern Health

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.

### LOCAL WORK ENVIRONMENT

#### Statewide Services

The Statewide Services Program consists of Turning Point including Hamilton Centre and Spectrum. Turning Point is a Victorian specialist alcohol, drug and gambling organisation that integrate treatment and support services with research, education and training. Spectrum is Victoria’s only statewide centre for the specialist treatment of borderline personality disorder and provides training and education and contributes to research in this area.

#### Turning Point

Turning Point was established in 1994 and amalgamated with [Eastern Health](#) in October 2009 and is formally affiliated with Monash University. Turning Point is a national addiction treatment centre and Eastern Health’s Centre of Excellence dedicated to providing high quality, evidence-based treatment to people adversely affected by alcohol, drugs and gambling, integrated with world-leading research and education. Combining innovative research in the clinical, population health and policy fields, with service innovation, surveillance, system enhancements, capacity building and specialist support, Turning Point directly assists services, communities and government to respond to current and emerging issues.

*Hamilton Centre* operates as part of Turning Point. The Hamilton Centre is Victoria’s statewide service dedicated to improving outcomes for people experiencing alcohol and other drug (AoD) harms through integrated, evidence-based care, workforce development, and system reform. It brings together clinical services, lived and living experience, research, and training to strengthen the

capability of the AoD and mental health sectors. The Centre works in partnership with health services, community organisations, and government to deliver innovative models of care, support service integration, and build a skilled workforce across Victoria, with a strong focus on person-centred, recovery-oriented, and culturally responsive practice.

### **Spectrum**

Spectrum is a centre of clinical excellence providing leadership in treatment, consultation, support, training and research related to personality disorder and/or complex trauma. Spectrum’s mission is to ensure that anyone with a lived experience of personality disorder and/or complex trauma has timely access to high quality treatment from appropriately trained practitioners. It delivers a comprehensive model of care that spans specialist assessment, individual and group psychotherapy, biomedical treatments, and secondary consultation, alongside strong contributions to workforce development, research, and system-wide capacity building. Its services are organised across multiple domains—including complex needs care, outpatient clinics, intake and consultation services, training programs, research and innovation, and specialist assessment. Clinical work is supported by senior specialists and psychiatric staff, with clear clinical and operational leadership structures ensuring high-quality, coordinated care across the service.