

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Officer – Engineering and Infrastructure Services
Award Classification:	HS1
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2025-2027
Position Reports to:	Operations, Systems and Administration Manager – Engineering and Infrastructure Services

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

Eastern Health is a multi-campus health service providing a full range of health care at over fifty locations in the Eastern Suburbs of Melbourne. The role of the Infrastructure Services Department is to:

- Ensure all aspects of building compliance
- Maintain the buildings, plant, energy supplies, medical gases and emergency building services
- Perform minor alterations to buildings
- Assist business owners with maintenance of non-medical equipment
- Assist in major capital works
- Day to day management of construction contractors

The Infrastructure Services Department consists of Service Hubs, Four Infrastructure Services Hubs supported by a central administrative service. Each Infrastructure Services hub provides support to a major Eastern Health campus together with a number of minor sites.

Working as part of a team, this position provides high level administrative, secretarial and support and contributes as required to the efficient operation of the management teams. This may include any additional support that may be required, as determined by the Operations, Systems and Administration Manager – Engineering and Infrastructure Services.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Predominately, this role is accountable for the management of all Minor Works that occur at all site across Eastern Health. This includes but is not limited to:

The position provides quality administrative support as required to the Infrastructure Services Team. Specific duties include:

- Liaise with Eastern Health staff, contractors and suppliers
- Accept and process maintenance request requests, including prioritising and following up where required
- Generating preventative maintenance
- Maintaining databases and registers e.g. BEIMS/Pulse, key registers, file registers etc.
- Forward maintenance requests to pre-qualified contracts where required
- Process FMIS orders
- Update data on Pulse as required
- Follow up on Building Faults as required, e.g. generate maintenance requires for faults identified in service reports
- File assets histories electronically and paper record as required
- Open and screen mail and emails and distribute as required
- Demonstrate initiative in anticipating requirements and provide support in meeting those requirements
- Prepare reports, including end of month financial reports using Pulse
- Take Minutes and prepare agenda for Infrastructure Service Meeting
- Provide administrative support to technical staff
- Provide administrative support for building warranty items
- Assist with contractor Induction and contractor compliance record keeping
- Utilise hard and soft copy storage and filing systems including sharing of electronic folders as appropriate
- Other Duties as required from the Administration Manager – Infrastructure Services

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 centred 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:

- Proficiency in the use Microsoft Office products – specifically Excel, Word, and Outlook
- Extensive experience in the provision of high-level administrative support
- High level attention to detail
- High level proficiency and accuracy in keyboard skills
- Ability to display initiative and to work independently as required
- Demonstrated commitment to customer focus
- Highly developed communication and interpersonal skills both written and verbal
- A demonstrated ability and commitment to work as part of a team
- Commitment to teamwork and maintaining confidentiality in all matters
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- High level of accuracy with data entry
- Highly developed interpersonal and leadership experience
- The ability to work as part of a diverse team
- Excellent communication and organisational skills

Desirable:

- Previous administrative support role experience in a hospital or service environment
- Demonstrated proficiency in use of online meeting technology (e.g.: teleconference, videoconference and online meeting information)
- Functional, working knowledge of Pulse
- Able to use project software e.g. ACONEX
- Functional, working knowledge of FMIS

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