

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Administrative Officer- Student Program
<b>Award Classification:</b>	HS2
<b>Award / Agreement Name:</b>	Administrative Officers (Victorian Public Health Sector Health and Allied Services, Managers and Administrative Workers Enterprise Agreement 2025-2027)
<b>Position Reports to:</b>	Associate Director Student Programs, Eastern Health Institute

### 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 Administrative Officer is responsible for supporting the work of the Pre-Registration Program. The role encompasses daily administrative operations for program and site including data management. Customers include management, employees of the health services and individuals external to the organisation (e.g. students and Education Providers). The Learning and Teaching team work to promote and facilitate a culture of enquiry and learning across the workforce of Eastern Health through the delivery of training, education, supervision and assessment. The student program supports placements for health professions equating to more than 50,000 placement days per annum. The role requires well developed customer service skills, excellent organisational ability, IT expertise particularly in relation to management of large databases and the ability to work under pressure whilst maintaining attention to detail.

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

- Work collaboratively with the Associate Director and the broader student team to support the systems and processes required to ensure efficient, effective and responsive service
- Ensure effective and timely communication with team members, and relevant internal and external stakeholders
- Work collaboratively to support the planning, implementing and evaluating of events for the Learning and Teaching Directorate in collaboration with internal and external stakeholders
- Liaise with key staff to ensure program activity is met within required timelines
- Problem solving of day to day variances
- Timely escalation of variances unable to be rectified by administration
- Assisting Student Programs/ Learning and Teaching administration needs as required
- Demonstrate flexibility with regard to hours of work and cover for periods of leave including sick leave, annual leave and ADO's.
- Provide administration and secretarial support including at times maintaining diaries and arranging appointments and meetings
- Demonstrate an ability to manage competing demands and ensure all commitments and timeframes are achieved
- Prepare agendas and papers, minute meetings and workshops
- Strong attention to detail ensuring a high level of accuracy with written documentation
- Manage hard and soft copy storage and filing systems including sharing of electronic folders as appropriate
- Promote a culture of continuous service improvement.
- Role model a customer focused manner through all interpersonal communications across the diverse team, aligned to the values of the organisation, ensuring staff are able to work in a non-discriminatory and harassment free environment.
- Role model approachability and accessibility
- Work collaboratively with relevant external providers to facilitate communication with Eastern Health.
- Strive and promote efficiency, making recommendations related to innovation in administrative activity and operations.

## **2. 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.

### **3. 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.

### **4. 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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#### Key Selection Criteria

##### Essential:

- Excellent customer service
- High attention to detail and demonstrated excellence in standard of written work, with a proactive approach to accomplishing work goals
- Highly proficient computer literacy with standard Microsoft Programs – particularly Excel and Outlook
- Demonstrated an ability to manage, review, develop and maintain office systems procedures
- Demonstrated ability to manage pressure within a changing work environment
- Demonstrated ability to work autonomously, with sound organisational and prioritisation skills.
- Knowledge and previous experience working with procurement systems
- Exhibits behaviour which reflects the Eastern Health values

##### Desirable:

- Knowledge of medical and educational terminology
- Knowledge of Learning Management System

#### Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2026-2028 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](mailto:Aboriginal.Workforce@easternhealth.org.au).