

Eastern Health

POSITION DESCRIPTION

Position Title:	Administration Officer
Award Classification:	HS1 – Admin Officer Gr 1
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports to:	ECASA 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 state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



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1. BACKGROUND

The Eastern Centre Against Sexual Assault (ECASA) is part of the Women and Children program within Eastern Health.

ECASA provides counselling and advocacy services to women, men, children and young people who are victim/survivors of recent or past sexual assault. The service is also available to non-offending family members, partners, and friends. ECASA is committed to providing a timely response to victim/survivors of sexual assault and to supporting and empowering victim survivors of all cultural backgrounds, abilities, ages, faiths, genders, bodies, and sexualities.

ECASA understands sexual assault from a victim's rights-based and trauma-informed approach:

- Sexual assault can happen to anyone.
- Sexual assault is a major problem for which the community must take responsibility.
- Sexual assault can have social, emotional, medical, legal and financial consequences for victim/survivors, their family and significant others.
- At all times, victim/survivors have the right to be heard and believed and for their integrity, autonomy and dignity to be upheld.
- The offender is always responsible.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The ECASA administration officer is responsible for the efficient functioning of the agency in collaboration with the Manager and Admin Team Leader.

The Administration Assistant is expected to develop a thorough knowledge of systems and processes undertaken within the service and will work with other administration staff to ensure there is continuity in Administration to support the ECASA service.

This role also provides **additional hours** to cover other administration staff on leave.

The Administrative Officer is the first point of contact for people telephoning ECASA or coming into the service. The Administrative Officer will need to promote an atmosphere which is welcoming, non-judgemental and compassionate. An important skill required of the Administrative Officer is the ability to respond appropriately to a wide range of people, some of whom may be in crisis or experiencing mental health issues. The Administrative Officer is not employed to provide counselling to clients.

Specific Tasks may include:

- **Telephone/reception duties – answer phones, take messages and receive clients.**
- **Computer registration of client details and data entry for collection of statistics**
- **Generating data and statistical reports as required**
- **Preparation of client information packs**
- **Computer skills – EXCEL, Word, Publisher, electronic calendar**
- **Assist in the maintenance of an efficient, accurate, accessible and confidential filing record and resource system**
- **Undertake responsibility for purchasing and maintenance of supplies and equipment**
- **Updating agency resources, photocopying, maintaining mailing lists and distribution information**
- **Liaison with Hospital Departments and associated staff as required**
- **Developing and implementing administrative systems in consultation with the ECASA Manager and staff**
- **Assist in the production of reports as required**
- **Participation in agency team meetings and Minute taking as required**
- **Handling incoming and outgoing correspondence**
- **Participate in relevant skill development and training**



- Responsibility for the upkeep and maintenance of petty cash, banking and liaising with Cashier/Accounts department
- Preparation of records and documentation for the hospital finance department
- Supply parking permits and manage the permanent parking permits for current staff
- Tidying up waiting rooms, booking of resources, e.g. interpreters for clients when required, rooms, equipment
- Manage swipe access to all buildings/CCUs/17 & 19 Ware Crescent.
- Maintain data base information. Update waiting list and maintain registers of file movement
- Liaise with I.T. re printers, copiers, resources and service agreements
- Managing repairs and infrastructure maintenance
- Contract and deliveries liaison
- Sharing information and working cooperatively with all administration team members to ensure adequate coverage of duties and equitable balance of workloads to meet fluctuating demands
- Other duties as required by the Manager.

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.

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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 based on 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.

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



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: _____
Manager

Date: ____/____/____

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/Reception
Award Classification:	Administration Officer Grade 1 (HS1)
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
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Essential

PERSONAL ATTRIBUTES

- Demonstrates the Eastern Health values (Respect for all, Safe always, Partnering in care, Learning and improving everyday)
- To ensure clients contacting ECASA are treated with dignity and respect
- Resilient
- Positive approach and 'can-do' attitude
- Adaptable

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- Team player but able to work independently
- Attention to detail
- Flexibility and availability to provide leave cover
- Reliable and punctual

QUALIFICATIONS, EXPERIENCE and SKILLS

- Demonstrated experience in office administration and record keeping
- Advanced customer service and interpersonal skills
- Excellent computer skills including in Microsoft Office, particularly Word, Excel and Outlook
- Client data base management
- Highly developed communication skills- written and verbal
- Demonstrated organisation and time management skills and the ability to juggle multiple tasks and issues simultaneously
- Demonstrated ability to manage difficult issues in a calm and considered manner
- Demonstrated ability to successfully work independently, within a team and across teams
- Maintenance of privacy and confidentiality

Desirable

- Experience within a healthcare or Family Violence setting
- Qualification in Administration, Office Management or related discipline