Eastern Health

POSITION DESCRIPTION

Position Title:	**Administration Assistant**
Award Classification:	HS1
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Position Reports to:	**Administration Team Leader**

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

2. The Admin Officer is a professional worker with high level administrative skills who provides administration services within Eastern Health Residential Aged Care Services. These services include reception and administration support to residents and clinical staff and can include working across sites depending on service demands. The administration officer has a key role in ensuring that residents and their families receive a professional, friendly, efficient and courteous service when in contact with the Residential Care Facility.

3. **MAJOR DUTIES AND/OR RESPONSIBILITIES**

    a. Undertake day-to-day processes of the service including reception and telephone enquiries
    b. Assist with staff Rostering requirements for the home
    c. Register new residents as required
    d. Make resident bookings and coordinate resident appointments as required.
    e. Arrange patient transport and interpreting services
    f. Maintenance of records of residents including but not limited to: Residents Agreements, Evidence of legislative requirements (eg: flu and covid vaccinations)
    g. Maintain the patient registration database in a timely manner, ensuring admissions, discharges and leave details accurate
    h. Assist in maintaining privacy and confidentiality of resident information
    i. Generate regular reports, on all aspects of program activity as directed including ability to report and manipulate data in Excel
    j. Participate in duties and tasks that enhance staff safety e.g. staff check in process, assist in mail collection and timely distribution, provide timely word processing of correspondence.
    k. Provide training and orientation of new staff in administrative and IT processes and act as a resource for other staff when required e.g. IPM support
    l. Assist in the development of common administration policies, processes, and systems and adhere to documented administrative procedures
    m. Demonstrate high level verbal and written communication skills and negotiation skills
    n. Demonstrate an ability to take ownership for resolving problems in a timely manner
    o. Attend and participate/minute in relevant meetings as required
    p. Actively participate in a team environment in a positive and flexible manner
    q. Perform administrative tasks as required by the RACS Manager / Admin Team Leader
    r. Work across the different residential homes depending on service demands

Continuous Improvement

- Actively participating in the continuous improvement system within the home
- Participating in the review of procedures that aim for “best” practice
- Consistently follow organisational policies, procedures, and practice guidelines.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to providing and maintaining 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 clinicals and OHS incidents and near misses, particularly 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.

5. 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.

6. 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 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.

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

Position Title:	**Administration Officer**
Award Classification:	HS1
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Position Reports to:	**Administration Team Leader**

Essential
Minimum Qualification

- Minimum 12 months Admin experience in Aged Care Services

Knowledge, Skills and understanding

- Advanced customer service and interpersonal skills
- Demonstrated advanced skills in Microsoft Office, particularly Word, Excel and Outlook
- Health care service experience
- Maintenance of confidentiality
- Capacity to work with people who are from a Culturally and Linguistically Diverse Background (CALD)
- Capacity to work with people who have cognitive, physical and / or sensory impairments
- Demonstrated experience in office administration and record keeping
- Demonstrated high level written and verbal communication skills
- Demonstrated organisational and time management skills
- Vaccination against infectious disease is a mandatory requirement of this role. This offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Desirable

Aged Care Admin Experience

Aboriginal & Torres Strait Islander Candidates

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has 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 positon 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