

Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader Administration Officer
Award Classification:	Administration Officer Grade 2
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Position Reports to:	Manager, Transition Care Program

EASTERN HEALTH – GREAT CARE, EVERYWHERE, EVERY TIME

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 Administration Assistant with Transition Care Program is a professional worker with high level administrative skills who provides administration services within this Care @ Home program. Transition Care Program provides short term support and care to older people and covers multiple Eastern Health sites, using multiple computer systems.

The role will provide and promote customer service focused, clerical and reception related services to support patients, clinical staff and a multidisciplinary team, striving to achieve optimal patient outcomes, adhering to code of conduct, policies and procedures, values and goals of Eastern Health.

This position

- Overseeing the smooth running of all administrative systems within Transition Care Program
- Providing patient focused, efficient and high-quality administration services within Transition Care and, as required, to the site.
- Professional support to other administrative staff within Transition Care.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Oversee the administrative functions of the Transition Care including compliance with policy frameworks e.g. privacy principles etc.
- Ensure excellent customer service is provided by administrative staff when responding to requests for service through the role as the initial point of contact.
- Work with the Ambulatory Data Manager to support data collection system.
- Coordinate the ordering system supplies and requisites
- Coordinate the purchase and accounts system for Transition Care
- Oversee management of paper-based client medical records, including filing processes.
- Oversee maintenance requirements regarding non-clinical equipment and facilities.
- Provide leadership and support to the administration staff.
- Provide training and orientation of new staff in administrative and IT processes and act as a resource for other staff when required.
- Lead the development and implementation of common administration policies, processes, and systems and adhere to documented administrative procedures.
- Rostering of administrative staff to ensure adequate coverage of duties and a fair balance of workloads to meet fluctuating demands.
- To be responsible for the delegation of general word processing requirements.
- Role model Eastern Health values always.
- Undertake other administrative duties as requested by the Manager.

3. 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 clinical 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 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 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.

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. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. 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, accepted the above Position Description, and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

- Experienced administration leader with the ability to manage and coordinate professional, high quality service delivery
- Experience in iPM, EMR, HMS/Harrison is highly desirable.
- Exceptional interpersonal and written communication skills and demonstrated commitment to customer focus
- Excellent attention to detail, problem solving, and task delegation skills
- Ability to show innovation, be self-directed and work independently
- Highly developed planning and organisational skills with an ability to efficiently manage time and competing demands
- Highly proficient computer literacy with demonstrated advanced skills in Microsoft Office, particularly Word, Excel, and Outlook
- Ability to champion and promote change with an emphasis on continuous improvement
- A demonstrated capacity to inspire, influence, lead and motivate others and to contribute to a positive and compassionate organisational culture

- Values driven, motivated and enthusiastic with a positive attitude toward work and colleagues

Desirable

- Experience working in the healthcare environment