

# Eastern Health

## POSITION DESCRIPTION

|                                |                                                                                                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>         | <b>ADMINISTRATION TEAM LEADER Aged Care Assessment (ACA)</b>                                                                                                       |
| <b>Award Classification:</b>   | <b>HS2</b>                                                                                                                                                         |
| <b>Award / Agreement Name:</b> | <b>The Victorian Public Health Sector<br/>(Health and Allied Services, Managers and Administrative Workers)<br/>Single Interest Enterprise Agreement 2025-2027</b> |
| <b>Position Reports to:</b>    | <b>Manager – Aged Care Assessment</b>                                                                                                                              |

### 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. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



## **1. POSITION PURPOSE**

The Aged Care Assessment (ACA) Administration Team Leader is an experienced, professional worker with advanced administrative skills, providing high level administrative expertise and support to the Manager ACA and Senior Leadership Team.

The team leader will provide leadership, supervision and support to the administrative team and contribute to and monitor the overall functioning of the administrative area.

In conjunction with the Manager – ACA, the Administration Team Leader will facilitate effective communication and other processes between assessment staff and administrative staff and will contribute to systems and procedures development.

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

- Provide leadership, regular supervision and support to ACA admin staff
- Independently organise and oversee day to day activities of admin staff
- Allocation and monitoring of admin staff and resources to ensure activities of the work area are carried out efficiently and effectively.
- Restructuring admin duties as required
- Recruit and select permanent and temporary staff for admin positions
- Orientation of new admin staff and training in admin procedures
- Training admin staff in use of specific computer applications
- Development of systems processes which encourage and support computer utilisation
- Work collaboratively with Manager in performance management of Administrative staff
- Conduct regular supervision sessions with admin staff
- Conduct Achieve Conversations with administrative staff
- Hold regular admin team meetings
- Assist staff with problems and recommend actions to be taken
- Monitor safe work practices and security standards to maintain a safe and secure Environment

## **MEMBER OF AGED CARE STREAM SENIOR LEADERSHIP TEAM**

- Attend Senior Leadership Team Meeting and provide sound technical/administrative advice and support to peers and more senior positions.
- Liaise with manager and senior leadership team re planning, development of procedures, staff management etc
- Participate in planning, development and review of ACA procedures

## **DATA REPORTING**

- Provision of monthly data reports/graphs to Manager ACA, EH Executive

- Monitoring of Admin Team performance

#### **FACILITATING ADVANCED ADMINISTRATIVE FUNCTIONING WITHIN ACA SPECIFIC ADMIN TASKS COMPLETED BY ADMIN TEAM LEADER**

- Assisting Manager ACA with specific projects as requested
- Leading operational improvement initiatives with the support of the Manager ACA
- Knowledge of all admin procedures and ability to cover all admin tasks as required
- Auditing/monitoring of admin tasks to ensure KPI's are met and deploying admin resources as per demand ie. Processing Referrals, Clinician Appointment bookings, Client mail out.
- Producing stats reports and graphs for Manager ACA and EH executive
- Updating dept information eg staff register & emergency contact details, asset registers
- Entering appointments in clinicians' calendars as per their fortnightly KPI, booking fleet vehicles, providing fortnightly spreadsheet to clinical team leader
- Overseeing use of ACA car fleet including car booking schedules, organisation of service, repair of vehicles, insurance claims, taking delivery of new vehicles
- Optima – Staff leave management, producing absence reports, approving leave
- Maintaining departmental supplies – liaising with suppliers, ordering IT equipment, WSG, consumer surveys, office furniture, stationery, PPE, payment of invoices for goods and services
- Checking of daily interpreter bookings list and providing advice to clinicians re status of interpreter bookings
- Recording of compliments received in VHIMS and reporting at team meetings
- Taking minutes of leadership team meeting and ACAS team meetings
- Design, formatting and updating of departmental forms and brochure compilations for distribution to clients
- Administrator for Poolcar
- Performance Board design and update monthly
- Other administrative/clerical duties that fall within the award framework as required/requested by the Manager ACA

### **3. SAFE PRACTICE AND ENVIRONMENT**

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

### **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.

## **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.

## Our commitment to Diversity, Equity & Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## 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.*

Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to 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

|                                |                                                                                                                                                                    |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Position Title:</b>         | <b>ADMINISTRATION TEAM LEADER – Aged Care Assessment (ACA)</b>                                                                                                     |
| <b>Award Classification:</b>   | <b>HS2</b>                                                                                                                                                         |
| <b>Award / Agreement Name:</b> | <b>The Victorian Public Health Sector<br/>(Health and Allied Services, Managers and Administrative Workers)<br/>Single Interest Enterprise Agreement 2021-2025</b> |
| <b>Position Reports to:</b>    | <b>Manager – Aged Care Assessment</b>                                                                                                                              |

#### Essential

- Demonstrated experience in leadership and management
- Demonstrated capacity to function independently
- Advanced administrative, computer and customer service skills
- Demonstrated highly developed organisational and time management skills
- Demonstrated high standard of interpersonal, verbal and written communication skills
- Demonstrated understanding of aged care systems

#### Aboriginal & Torres Strait Islander Candidates

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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)*