Position Description

Position Title:	Hospital Elder Life Program (HELP) Administration Assistant
Classification & Salary Range:	HS2
Agreement Name:	Health and Allied Services, Managers and Administrative Workers EBA 2025-2027
Position Reports to:	HELP Coordinator
Last Updated:	September 2026

Position purpose

The Hospital Elder Life Program (HELP) Administration Assistant provides administrative and operational support to the HELP Coordinator to facilitate the effective delivery of the program. The role supports patient enrolment processes, volunteer coordination, record management, resource maintenance, and general program administration.

The Hospital Elder Life Program (HELP) utilises trained volunteers to deliver evidence-based interventions that help prevent delirium, support older adults to maintain their wellbeing and independence, and enhance the overall hospital experience.

Major duties and/or responsibilities

- Provide administrative support to the HELP Coordinator in the day-to-day operation of the Hospital Elder Life Program.
- Undertake travel between Eastern Health sites as required to provide on-site operational support, facilitate volunteer engagement, and contribute to effective HELP program delivery.
- Maintain accurate and up-to-date program documentation, records, databases and filing systems.
- Maintain confidentiality and privacy of patient, volunteer and organisational information.
- Enrol eligible patients into the Hospital Elder Life Program (HELP) in accordance with established eligibility criteria and nursing assessments.
- Enter and maintain patient enrolment information within approved databases and spreadsheets.
- Prepare HELP patient activity plans using established program guidelines, templates and flowcharts.
- Allocate volunteers to wards and program activities based on established rostering procedures.
- Escalate any concerns or unclear information to the HELP Coordinator or appropriate clinical staff.
- Assist with volunteer onboarding processes, documentation and record maintenance.
- Monitor volunteer attendance
- Maintain and organise HELP program resources, activity materials and volunteer supplies.

- Attend team meetings and contribute to service improvement activities as appropriate.
- Promote a positive and professional image of the HELP program through compassionate patient-centred communication and engagement.
- Comply with organisational policies, procedures and legislative requirements.
- Participate in mandatory training and professional development activities.
- Maintain accurate records in accordance with organisational and program requirements.
- Work within the scope of the role, referring clinical questions, concerns or decisions to appropriate clinical staff.

Key Selection Criteria

Essential Selection Criteria:

- Certificate III or IV in Business Administration, Health Administration, or a related discipline, or equivalent demonstrated administrative experience.
- Demonstrated proficiency in Microsoft Office Applications, particularly Excel, Word, Outlook and SharePoint.
- Excellent communication (written and verbal) and interpersonal skills
- Experience maintaining electronic records and filing systems with a high degree of accuracy.

Desirable Selection Criteria:

- Experience working in a healthcare or aged care environment.
- Experience supporting volunteer programs or volunteer coordination activities.
- Proficiency in Microsoft 365 applications, including SharePoint and Teams.
- Experience maintaining databases and preparing reports.
- Knowledge of the needs of older people, including delirium and dementia care.
- Experience supporting quality improvement or service development initiatives.
- Current Victorian Driver's Licence and willingness to travel between Eastern Health sites.

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. Read more about Eastern Health's strategic goals here.

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 LGBTIQA+ 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.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical supports for all Aboriginal and Torres Strait Islander people.

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.

For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following in order to uphold Eastern Health's Promise and Values

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care is consistent with the Eastern Health approach to patient and family centred care
- 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, Quality and Improvement

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, 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.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

For more information about Quality and Safety please click here or for Staff Wellbeing please click here.

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.

Final 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.

Application Support

If you require supports or adjustments with submitting your application or throughout the recruitment process, you are welcome to contact the hiring manager or the Talent Acquisition Team on (03) 9955 7555 option 1 (for current employees please select option 2).

Candidate statement:

I _____ have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____ Date: _____

Role specific Attachments

- *More role specification information.*
- *Managers can add additional attachments with specific details about the team/role should they require*