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| **Position Title** | COVID Services Administration Assistant |
| **Position Number** | New |
| **Department** | Corporate |
| **Classification** | HS1A |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2016-20 |
| **Reports to:** | Department Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The position is responsible for administrative tasks relating to COVID services for East Grampians Health Service including the vaccination clinic, COVID swab clinic and the main reception COVID screening.

**Department / Unit Specific Overview**

East Grampians Health Service aims to meet the needs of the community by offering a vast array of services. We offer Acute and Aged Care Services including Urgent Care Centre, Inpatient Services, Oncology, and Midwifery with residential aged care services include 81 bed-based services located at Parkland House Hostel in Willaura, Garden View Court Hotel Ararat and 70 Lowe Street Ararat. Other services also include Community Nursing, Allied Health including Dental, Perioperative Services, Medical Imaging and Health Information.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service is a rural health service located in Ararat and Willaura in Western Victoria and is an integral part of a thriving community that is committed to quality services providing health and wellbeing to people of all backgrounds.

Serving a diverse community, East Grampians Health Service delivers an extensive range of acute, residential, home and community-based services. We strive to continually improve our services to best meet the needs of our patients, residents and the community.

**Our Vision**

To be leaders in rural health care

**Our Strategic direction**

EGHS strategic plan 2019-22 mirrors the Victorian Government Health 2040; Advancing Health, Access and Care guidelines and is underpinned by our organisational values and behaviours - ‘improving our communities health and quality of life through strong partnerships and by responding to changing needs’. We incorporate our opportunities through Better Health, Better Access, and Better Care, which are pivotal in achieving our vision of being ‘leaders in rural health care’:

**BETTER HEALTH**

* A system geared to prevention as much as treatment
* Everyone understands their own health risks
* Illness is detected and managed early
* Healthy neighbourhoods and communities encourage healthy lifestyle

**BETTER ACCESS**

* Care is always there when people need it
* More access to care in the home and community
* People are connected to the full range of care and support they need
* There is fair access to care

**BETTER CARE**

* Target zero avoidable harm
* Healthcare that focuses on outcomes
* People are active partners in care
* Care fits together around people’s needs

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY,%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

* Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check.
* All staff are expected to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.
* East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

Employees will have a principal place of employment within the vaccination clinic, COVID swab clinic or main reception COVID screening with an expectation to be flexible and dynamic and learn all roles related to COVID services and move between them to meet organisational need.

**Administration responsibilities in the Vaccination Clinic**

* + Answering consumer calls and taking details accurately
  + Appointment bookings and maintenance of the booking system
  + Sound knowledge of the COVID19 Vaccination Program and Central Vaccine Management System (CVMS)
  + Ensure eligibility criteria is met for consumer bookings
  + Ensure vaccination clinic environment is well stocked, maintained and meets OH&S requirements
  + Follow correct process as set out in the guidelines during the clinic
  + Manage consumer cancellations and liaise with nurse immunisers to ensure there is no vaccine wastage
  + COVID screen consumers on entry to the clinic
  + Follow procedures to complete patient information the relevant databases [AIR and CHRIS21 (staff only)]
* Any other tasks as directed by the Lead Vaccinator, Department Manager or delegate

**Administration responsibilities in the COVID Swab Clinic**

* + Answering consumer calls and taking details accurately
  + Have a sound knowledge of the up-to-date COVID information
  + Record patient details into IPM
  + Compile COVID Swab packs, as per guidelines, for nurse to use during clinic
  + Ensure all details are correct and packs are prepared correctly including priority stickers for high-risk population groups
  + Set up Swab Clinic ensuring everything is available for the nurses for the clinic
  + Follow correct process as set out in the guidelines during the clinic including infection control measures
  + At the completion of the clinic, follow procedures to complete patient information into IPM
* Any other tasks as directed by the Department Manager or delegate

**Administration responsibilities in Main Reception COVID Screening**

* Greeting staff and consumers on arrival and ensuring COVID screening is undertaken, attestations are completed and details are recorded for contract tracing
* Ability to use and assist others in the QR code check in process
* Sound knowledge of COVID screening using up to date clinical and epidemiological questions
* Attention to detail for all registers related to contact tracing
* Initiative to stay abreast of changing COVID advice and restrictions, including but not limited to travel restrictions, hotspots and localised outbreaks, visitor restrictions
* Escalating identified COIVD risks entering the health service
* Any other tasks as directed by the Department Manger or delegate

**Key Performance Indicators**

* Timely and accurate completion of tasks

Key Selection Criteria

**Essential Criteria:**

* High level customer service and interpersonal skills
* Self-reliant, motivated, able to work independently and use initiative to respond to situations as they arise
* Ability to work within a team to achieve team goals
* Ability to be flexible and work across services utilising a range of systems
* Excellent communication, negotiation, organisational and time management skills
* Able to liaise across the full spectrum of services and relate positively to a wide range of people
* Demonstrated ability to deal with a range of complex situations
* Commitment to quality, best practice and environmental safety
* Proficient in the use of a range of computer software programs at the level required to fulfil this position
* Demonstrated attention to detail

Must comply with having or completion of:

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Desirable Criteria**

Certificate or qualifications in Business Administration and or Customer Service

**Acknowledgement**

Employee Signature:

Employee Name: Date:

Manager Signature:

Manager Name: Date:

**Developed Date: February 2021**

**Developed by: Human Resources**

**Date of next Review: February 2022**