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| **Position Title** | Administration Assistant |
| **Position Number** | N5991 |
| **Department** | Health Information Services |
| **Classification** | HS1A - Administration Grade 1A / HS1 - Administration Grade 1 (depending on experience) |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative workers) Single Interest Enterprise Agreement 2021-2025 |
| **Reports to:** | Manager of Health Information Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide administrative and clerical support to ensure the smooth functioning of Health Information Services.

**Department / Unit Specific Overview**

Health Information Services at EGHS is located at the main site in Ararat. It aims to manage the health information of our patients and assist in providing mandatory reports to the Department of Health and Human Services. Health information Services works diligently to keep its records current, to support patient care and to better inform quality improvement initiatives within the organisation.

**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**

* Attend to Health Information administration activities such as scanning documents, quality checking of scanned documents, filing, photocopying and maintaining medical records.
* Process FOI, Coroners Cases, Police and other requests for information including photocopying, invoicing, typing letters, maintaining spreadsheets under supervision from the HIM / Privacy Officer.
* Cull medical records annually to secondary storage areas, archive deceased records and maintain filing bays.
* Assist HIM with the daily management of BOSSnet including but not limited to managing daily result exception reports, testing new MR forms, reviewing document tweaks, reporting unassigned documents and completing scanning audits.
* Maintain stores and supplies within Health Information Services.
* Actively participate in Quality Improvement activities.
* Provide high level administrative support to the Health Information Services and East Grampians Health Service.
* Ensure that information is effectively communicated within the department, to other East Grampians Health Service Departments and external providers.
* Assist the Health Information Manager with any other duties as required.

**Key Performance Indicators**

Key performance measures are how you will be measured as to meeting the responsibilities of the position listed above. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of the appointment and then to be reviewed on an annual basis.

* Demonstrates practice within the Vision, Mission and Values of EGHS.
* Demonstrates commitment to personal and professional development and participate as an active member of a team.
* Demonstrates knowledge and application of skills to ensure the organisation’s health information management goals are met.
* Demonstrates knowledge and understanding of BOSSnet scanning and auditing.
* Demonstrates knowledge and understanding of processing FOI, Coroners, Police and other health information requests.
* Actively participates in quality improvement activities
* Actively participates in medical record management including but not limited to culling, archiving, tracking and maintaining filing bays and archive boxes.

Key Selection Criteria

**Essential Criteria:**

* Strong administrative and organisational skills
* Demonstrated verbal and written communication skills
* High attention to detail and ability to problem solve
* Flexible and adaptable to the jobs needs
* Team orientated and proven ability to work independently
* Excellent computer skills
* Ability to learn new PC based software packages
* Ability to maintain a high level of confidentiality

**Must comply to having or completion of:**

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

**Desirable Criteria**

* Formal qualification in office management or working towards the same.
* Experience in customer service and administration, preferable within a health service environment.
* Understanding of FOI and Privacy policies and procedures.
* Experience with using iPM and BOSSnet.
* Medical terminology training.

**Acknowledgement**

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| Employee Name | |
| Employee Signature | Date |
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| Manager Name | Andrea Cardinaels |
| Manager Signature | Date |
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| Developed Date (MM,YY) | June 2023 |
| Developed by Andrea Cardinaels | Developed by Manager of Health Information Services |
| Date of next review (12 months) | June 2024 |