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| **Position Title** | Administration & Finance Assistant |
| **Position Number** | N5974 |
| **Department** | Community Nursing |
| **Classification** | HS1A – Administration Grade 1A |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Community Nursing Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

To provide financial administrative and administration support **within** the Community Nursing department of EGHS. The role supports all facets of Community Nursing with daily administrative duties; end of month reporting against funded targets; and efficient financial administration of Home Care Packages.

**Department / Unit Specific Overview**

Community Nursing is a part of the broader Community Services Department which is located at the Ararat campus, we provide community nursing across the catchment area of Ararat Rural City. Community Nursing includes Palliative Care, District Nursing Hospital in the Home, Hospital Admission Risk Program (HARP), Home Care Packages and specialist nursing programs. Each program area aims to provide awareness and education which enables community members to have a better understanding of their own health issues and thus take greater responsibility for improving their own health outcomes.

**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**

* Provide professional and effective administrative support to the Community Nursing department
* Present a positive and friendly image for the Community Nursing Department and deal with people in a manner reflective of EGHS values
* Develop, implement and reconcile individual client financial accounts on a weekly basis and identify efficiencies in the process
* Provide accurate reporting to the Finance Department for journals of income, expenses and direct debits for client consumer fees
* Responsible for the efficient and accurate data entry
* Timely and accurate reporting of monthly, quarterly and annual Community Nursing and Palliative Care service data to the Department of Health to meet funding requirements
* Perform a range of data administration duties to ensure information is accurate and activity is reported within agreed timeframes
* Support and educate new employees in basic administrative duties
* Timely preparation of meeting agendas and minutes
* Process and generate end of month reports and statistics
* Assist the Manager and Care Co-ordinator with administrative tasks that support the delivery of community nursing services

**Key Performance Indicators**

* Timely and accurate completion of tasks
* Demonstrated increased knowledge and proficiency of operations
* Positive feedback on administration service provision from consumers and internal and external service delivery partners

Key Selection Criteria

**Essential Criteria:**

* High level computer skills including expert knowledge of Microsoft Word and Excel pivot tables
* A qualification in finance
* Experience in administration and financial administration roles
* Strong interpersonal, organisational and problem solving skills
* Ability to work both autonomously and in a team environment
* Ability to work in a dynamic, fast-paced setting with a multidisciplinary approach
* Customer service experience involving consumers and other professionals

**Desirable Criteria**

* Experience in a similar role in a health setting
* Experience with funding and reporting requirements in a health service

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

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

**Acknowledgement**

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| **Employee Name:** |  | | |
| **Employee Signature:** |  | **Date:** |  |
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| **Manager Name:** |  | | |
| **Manager Signature :** |  | **Date:** |  |
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| **Developed Date:** | **April 2021** | | |
| **Developed By – Name:** | **S Philip** | | |
| **Developed by – Title:** | **Director of Community Services** | | |
| **Date of Next Review:** | **April 2022** | | |