

# POSITION DESCRIPTION



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

## 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



### Integrity

We value integrity, honesty and respect in all relationships



### Excellence

We value excellence as the appropriate standard for all services and practices



### Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



### Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



### Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

## Organisational Context

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

Serving a diverse community, EGHS 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, consumers and the community.

## Our Vision



East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

### **Our Purpose**

To meet people's health needs through leadership, strong partnerships and wise use of resources.

### **Strategic Actions**

See [Strategic Plan 2023 – 2027](#).

### **Organisational Responsibilities**

- Be aware of and work in accordance with EGHS policies and procedures, including:
  - [Victorian Public Sector - Code of Conduct](#)
  - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
  - [Hand Hygiene - SOPP 70.18](#)
  - [Occupational Health and Safety - SOPP 72.09](#)
  - [Person Centred Care - SOPP 60.20](#)
  - [Safety - SOPP 72.13](#)
  - [Performance Development policy - SOPP 35.27](#)
  - [Risk Management - SOPP 74.01](#)
  - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, 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 to 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. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- 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, consumers and visitors
- 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 and maintaining medical records/archive boxes and other medical record and data quality tasks.



- Action UR duplicate merge requests, results exception reports and notifications of deceased patients as per 'Daily Routine – Extra Tasks' document.
- Action document tweaks and other scanning quality tasks as per 'Daily Routine – Extra Tasks' document.
- Process offsite record requests /deliveries as per 'Daily Routine – Extra Tasks' document.
- Process Coroners Cases, Police and other requests for information including photocopying, faxing and maintaining spreadsheets under supervision from the HIM / Privacy Officer and as per 'Daily Routine – Extra Tasks' document.
- Assist with the processing of FOI /Medicolegal requests as directed.
- Cull medical records/archive boxes annually and as required to secondary storage areas/offsite, archive deceased records and maintain filing bays.
- Assist HIM with the daily management of the DMR/EMR (OPAL) including but not limited to managing daily result exception reports, testing new MR forms, reviewing document tweaks, reporting unassigned documents and non-approved documents.
- Follow up with relevant departments and/or escalate to the HIM if documentation isn't being sent to HIS in a timely manner.
- Collect and deliver mail as per 'Daily Routine – Extra Tasks' document.
- Maintain stores and supplies including kitchenette within Health Information Services.
- Actively participate in Quality Improvement activities.
- Be flexible in relation to the changing requirements of this role associated with moving from a DMR to an EMR, as directed by the Manager HIS or Health Information Manager.
- Provide high level administrative support to the Health Information Services and East Grampians Health Service.
- Be flexible and adaptable to ensure HIS workload is continuously managed including assisting with leave coverage.
- Ensure that information is effectively communicated within the department, to other East Grampians Health Service Departments and external providers.
- Assist the Health Information Managers 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 participates as an active member of a team.
- Demonstrates working knowledge and application of skills to ensure the organisation's health information management goals are met.
- Demonstrates working knowledge and understanding of DMR (OPAL) scanning and quality checking.
- Demonstrates working knowledge and understanding of processing FOI, ISS, Coroners, Police and other health information requests.
- Demonstrates flexibility and adaptability to changing requirements of the role.
- Works consistently on all Health Information administration tasks including maintaining a high level of scanning quality and output.
- Actively participates in quality improvement activities.



## **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 job's 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.

### **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 a Patient Administration System (PAS/iPM), DMR/EMR (OPAL) and DMR (OPAL) scanning.
- Medical terminology qualification.

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)

### **Acknowledgement**

Employee Name	
Employee Signature	Date
Manager Name	Andrea Cardinaels
Manager Signature	Date
Developed Date (MM,YY)	Revised February 2025
Developed By Name	Andrea Cardinaels
Developed by Title	Manager of Health Information Services

