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| **Position Title** | Acute Services Office Coordinator |
| **Position Number** | N6041 |
| **Department** | Acute Services |
| **Classification** | HS3 Administration Grade 3 |
| **Agreement** | Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Nurse Unit Manager |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

The role of the Acute Services Office Coordinator is to provide administrative support to the Inpatient Unit, Midwifery and Urgent Care Managers and designated committees and workgroups.

**Department / Unit Specific Overview**

East Grampians Health Service has a 29-bed inpatient unit offering a wide range of clinical services located at the main Ararat campus. The inpatient unit accommodates medical, surgical, paediatric, perioperative, midwifery and palliative care patients. Developing health service partnerships, EGHS aims to service the health care needs of patients within the community as well as neighbouring towns. EGHS offers a 24-hour urgent care centre which is supported by our local GP clinic. Other acute services provided include an on-site pathology laboratory and medical imaging services.

**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 |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **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 |
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| **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 |
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| **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 (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](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20(2023-27).pdf).

**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)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* 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**

* Undertake responsibility and accountability for projects as delegated by Acute Services Managers (Inpatient Unit/Oncology, Urgent Care and Midwifery)
* Manage diaries, scheduling and appointments
* Maintain a positive working relationship with staff and external agencies
* Prepare agendas, minutes, reports and other correspondence and ensure circulation of all relevant information to relevant members
* Prepare Acute Services rosters using electronic rostering system (RosterOn) for Manager sign off prior to roster publication timelines as per the EBA.
* Update and enter information into RosterOn on a daily basis to meet with Day Lock requirements
* Collation of any documentation to reflect change in roster including medical certificates and study information and forwarding to Payroll Dept in a timely manner.
* Ensure documentation meets legal, professional and organisational standards
* Maintain strict confidentiality with reference to all matters
* Maintain accurate and timely documentation
* Collect and collate accurate data and statistics as required
* Maintain and increase expertise, skills, knowledge and competencies required to fulfil requirements of position
* Provide assistance and support for ward clerks in the inpatient unit as required
* Supervise Ward Clerks in IPU and UCC and ensure effective and timely discharge information sharing between VMOs and GPs

**Key Performance Indicators**

* Feedback about quality of customer service from Manager and relevant department executive assistants
* Timely and accurate completion of tasks

Key Selection Criteria

**Essential Criteria:**

1. Knowledge and understanding of Acute Services including Inpatient Unit, Oncology, Midwifery and Urgent Care Centre
2. Excellent communication, organisational and time management skills
3. Ability to set priorities, work under pressure and complete tasks within specified time frames
4. Profound knowledge of RosterOn
5. Problem solving skills
6. Able to liaise across with all areas of EGHS and relate positively to a wide range of people
7. Proficient in the use of a range of computer software programs including Microsoft Office and Adobe at the level required to fulfil this position

**Desirable Criteria**

* Qualifications in Business Administration

Must comply to having or completion of:

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

**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 (MM,YY) | 04,2020 |
| Developed By Name |  |
| Developed by Title | Manager Acute Services |