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| **Position Title** | Administration Assistant |
| **Position Number** | N5974 |
| **Department** | Community Nursing |
| **Classification** | HS1A - HS1 – Administration Grade 1/Grade 1A (*dependent on experience*) |
| **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** |  |

**Purpose:**

To provide general daily administrative and clerical support for staff in the Community Nursing Department. Assisting with referral intake and roster administration: end of month reporting: Assisting with contracts for consumers using Community services.

**Department / Unit Specific Overview**

Community Nursing is a part of the broader Community Services Department based in Ararat. 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) 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 |
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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%282023-27%29.pdf).

**Organisational Responsibilities**

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

[Victorian Public Sector - Code of Conduct](https://vpsc.vic.gov.au/wp-content/uploads/2015/03/VPSC_Code_VPSE_WEB.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](https://app.prompt.org.au/download/212511?code=5d442723-b08d-4b82-89fd-8af3921b55d0)

[Hand Hygiene - SOPP 70.18](https://app.prompt.org.au/download/212553?code=a486529d-4f8b-4c5d-87e9-0677d33410ac)

[Occupational Health and Safety - SOPP 72.09](https://app.prompt.org.au/download/212266?code=30bd9101-9aed-4e89-b831-6fa3f5259387)

[Person Centred Care - SOPP 60.20](https://app.prompt.org.au/download/212400?code=b1b12d5e-e692-4050-97d2-43a017eae1ae)

[Safety - SOPP 72.13](https://app.prompt.org.au/download/212267?code=c44edf2f-251e-4e14-b4ca-768f1953d544)

[Performance Development - SOPP 35.27](https://app.prompt.org.au/download/212614?code=fb4b7ac9-47f4-4a51-9f1d-532615eed103)

[Risk Management - SOPP 74.01](https://app.prompt.org.au/download/212447?code=f566d6fd-4a43-41b3-9411-3994e7bb929e)

[Child Safe – SOPP 57.24](https://app.prompt.org.au/download/212379?code=371643ca-b971-4108-ad32-9be038f25930)

* 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**

* Provide professional and effective administrative support to the Community Nursing Department
* Present a positive and friendly image of Community Nursing department and deal with people in a manner reflective of EGHS values
* Develop and reconcile individual consumer financial accounts monthly
* Process and generate end of month reports and statistics
* Responsible for the efficient and effective use of data and data systems
* Timely and accurate reporting of monthly, quarterly and annual data to the Department of Health
* Perform a range of data administration duties to ensure information is accurate and activity is reported within agreed timeframes
* Referral management
* Support and educate new employees in basic administrative duties
* Timely preparation of meeting agendas and minutes
* Undertake other administrative duties as required by clinical staff.

**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:**

* Excellent computer skills demonstrating competence in the Microsoft Office suite programs including intermediate excel skills.
* Experience in customer service
* Learn new software programs as required
* Strong interpersonal, organisational and problem-solving skills
* Ability to work both autonomously and in a team environment
* Able to demonstrate positive communication skills with clients, families, medical staff and co-workers
* Capacity to work as a key member of a busy office environment motivated by providing accurate and excellent service to all stakeholders

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**

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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) |  |
| Developed By Name |  |
| Developed by Title |  |