

# East Wimmera Health Service

## Position Description

<b>Position Title:</b>	<b>ADMINISTRATIVE ASSISTANT</b>
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**Classification:** Clerical Worker Grade C

**Responsible To:** Campus Manager

**Salary and Conditions:** In accordance with Health, Community Services and Ambulance - Management and Administrative Staff (Public Sector - Victoria) Award 2003 Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011-2015.

### **POSITION SUMMARY**

To assist in the provision and maintenance of high quality health services by interfacing with consumers of the Health Service and by providing general clerical and administrative support .

### **KEY SELECTION CRITERIA**

Essential knowledge, skills and aptitudes:

- Demonstrated ability to work independently and as part of a team.
- Demonstrated ability to plan and organize to achieve established goals and priorities in work practice.
- Good computer skills, particularly Microsoft Windows and Office.
- Demonstrate skill and understanding of basic financial administration.
- Ability to gain competence in use of all administrative systems, including telephone switch system, Finance and Patient Management Systems.
- Ability to gain an understanding of policy and procedures relating to Administration Services.
- Ability to gain knowledge of legislation relevant to the position.
- Demonstrated ability to communicate effectively with a diverse range of internal and external clients.
- Understanding of and ability to maintain confidentiality.
- Ability to perform in an environment of change.
- Current Victorian Drivers Licence.

### **OTHER SELECTION CRITERIA**

Desirable knowledge, skills and aptitudes:

- Certificate in Business Administration or equivalent.

### **Key Result Area: ADMINISTRATION SERVICES:**

Ensure administrative processes and activities are customer focused and support a high standard of service provision.

<b>Major Action</b>	<b>Performance Indicator</b>
Operate the Switchboard.	<ul style="list-style-type: none"><li>• Appropriate telephone techniques are used</li></ul>
Perform general reception duties, answering staff, client and visitor enquiries.	<ul style="list-style-type: none"><li>• Feedback indicates enquiries handled appropriately and courteously.</li></ul>
Provide secretarial support as required.	<ul style="list-style-type: none"><li>• Feedback indicates secretarial support provided as required.</li></ul>
Maintain adequate supplies of stationery for use in the office ordering through the oracle iProcurement system.	<ul style="list-style-type: none"><li>• Supplies are requisitioned and adequate for needs.</li></ul>
Take appointment bookings for relevant health practitioners, adhering to pre-determined workloads.	<ul style="list-style-type: none"><li>• Appointments made within guidelines.</li></ul>
Under the guidance of the Finance Manager, perform general accounting tasks, including <ul style="list-style-type: none"><li>➤ Receipting and banking on a daily basis.</li><li>➤ Perform onsite Patient Reporting System (PRS) duties utilising iSoft Patient Management System.</li></ul>	<ul style="list-style-type: none"><li>• Accurate and timely data entry.</li><li>• Accurate receipts issued daily.</li><li>• Banking completed daily.</li><li>• Data collected as required.</li></ul>

<ul style="list-style-type: none"> <li>➤ Collation of statistical data for the Department of Human Services</li> <li>➤ Receive creditor documentation, code and arrange verification for invoices</li> <li>➤ Collation of other data as required ie meals, linen, stores costs, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal policies and procedures followed.</li> <li>• Feedback indicates effectiveness.</li> <li>• Monthly reconciliations are accurate and timely.</li> <li>• Creditor processes are accurate and timely.</li> </ul>
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**Key Result Area: INFORMATION MANAGEMENT:**

Ensures that management of information policies, processes and systems is effective and efficient .

<b>Major Action</b>	<b>Performance Indicator</b>
Maintains confidentiality and privacy of clients and business of the Health Services.	<ul style="list-style-type: none"> <li>• Demonstrates knowledge in work performance.</li> <li>• Complaints.</li> </ul>
Utilise information technology in performance of role as appropriate.	<ul style="list-style-type: none"> <li>• Information technology use as required.</li> </ul>
Maintains knowledge of relevant policies and procedures in performance of duties.	<ul style="list-style-type: none"> <li>• Demonstrates knowledge in work performance.</li> </ul>

**Key Result Area: TEAM WORK:**

Function as a team member consistent with the policies and procedures of the Health Service.

<b>Major Action</b>	<b>Performance Indicator</b>
Achieve team work through effective collaboration and communication processes. Recognise the roles of, and collaborate with team members in the wider health care team.	<ul style="list-style-type: none"> <li>• Team objectives achieved.</li> <li>• Team member roles and responsibilities recognised.</li> <li>• Feedback indicates collaboration and communication with all team members is open and effective.</li> </ul>
Complete delegated tasks effectively and appropriately. Recognise and seek assistance from other staff members when tasks fall outside of ability.	<ul style="list-style-type: none"> <li>• Delegated tasks achieved in accordance with guidelines and procedures.</li> <li>• Function within ability and scope of practice is achieved.</li> <li>• Appropriate assistance sought.</li> </ul>
Contribute to the orientation and welcoming of new staff to the department and the team.	<ul style="list-style-type: none"> <li>• Feedback indicates contributions made are effective.</li> <li>• All new staff orientated effectively and feel welcome.</li> </ul>
Contribute to multi-campus teams through committee membership or supporting colleagues fulfilling committee membership.	<ul style="list-style-type: none"> <li>• Contributions are constructive and effective.</li> </ul>

**Key Result Area: IMPROVING PERFORMANCE (CQI):**

Contribute to quality service delivered to customers through Continuous Quality Improvement (CQI) activities.

<b>Major Action</b>	<b>Performance Indicator</b>
Actively contribute to improving performance.	<ul style="list-style-type: none"> <li>• CQI documents indicate involvement in CQI activities.</li> </ul>
Implement Accreditation Standards and other relevant Standards within the department.	<ul style="list-style-type: none"> <li>• Accreditation Standards and other relevant Standards are met on a daily basis.</li> <li>• Awareness and understanding of relevant standards and accreditation processes demonstrated.</li> </ul>
Contribute to the implementation and evaluation of quality systems.	<ul style="list-style-type: none"> <li>• CQI forms indicate involvement in the process.</li> </ul>

**Key Result Area: CUSTOMER RELATIONS:**

Ensure high standard of customer service is maintained.

<b>Major Action</b>	<b>Performance Indicator</b>
Facilitate and maintain effective communication with internal and external customers.	<ul style="list-style-type: none"> <li>• Feedback indicates communication is appropriate and effective at all levels.</li> </ul>

Identifies and reports to manager ways to improve service delivery to customers.	<ul style="list-style-type: none"> <li>• Customer service is actively promoted within the department.</li> </ul>
Liaise with other members of the health care team as part of day to day activity.	<ul style="list-style-type: none"> <li>• Feedback indicates communication is appropriate and effective.</li> </ul>

**Key Result Area: REGULATORY COMPLIANCE:**

Ensure compliance with all relevant legislation, regulatory requirements, standards and guidelines.

<b>Major Action</b>	<b>Performance Indicator</b>
Completion of applicable annual mandatory requirements: <ul style="list-style-type: none"> <li>➢ Emergency Procedures</li> <li>➢ Essential Services</li> <li>➢ Infection Control</li> <li>➢ Manual Handling</li> <li>➢ Annual Declaration</li> </ul>	<ul style="list-style-type: none"> <li>• Annual compliance achieved and documented.</li> <li>• Demonstrates knowledge in work performance.</li> </ul>
Implement the standards of health and safety and comply with OH&S legislative employee requirements.	<ul style="list-style-type: none"> <li>• Health and safety of self and others is maintained.</li> <li>• Compliance with employee OH&amp;S requirements is achieved.</li> </ul>
Report work place injuries to Manager/Campus Manager. Work effectively with staff on return to work programs.	<ul style="list-style-type: none"> <li>• Workplace injuries are reported and documented.</li> <li>• Work undertaken with staff returning to work is effective.</li> </ul>
Ensure EWHS policy and procedures are implemented.	<ul style="list-style-type: none"> <li>• EWHS policies and procedures are adhered to and implemented effectively by self.</li> </ul>
Acts to maintain infection control standards. Undertakes relevant infection control activities.	<ul style="list-style-type: none"> <li>• Infection Control standards are maintained.</li> <li>• Campus infection control activities are achieved.</li> </ul>
Comply with all employee relations legislation and EWHS Code of Conduct requirements. Report breaches to Manager/Campus Manager.	<ul style="list-style-type: none"> <li>• Employee relations legislation and EWHS Code of Conduct requirements are maintained.</li> <li>• Concerns/breaches are reported promptly.</li> </ul>

**Key Result Area: PROFESSIONAL/PERSONAL DEVELOPMENT**

Commit to ongoing education and professional development

<b>Major Action</b>	<b>Performance Indicator</b>
Identify own learning and development needs, actively pursue and participate in relevant educational programs and personal development activities.	<ul style="list-style-type: none"> <li>• Participation in learning and development activities relevant to needs.</li> <li>• Active participation in annual appraisal.</li> </ul>
Maintain current knowledge and skills relevant to the position.	<ul style="list-style-type: none"> <li>• Current knowledge demonstrated.</li> </ul>

**EMPLOYEE OBLIGATIONS:**

The employee is required to maintain strict confidentiality with reference to all matters pertaining to patients/residents within the Health Service and without. Failure to observe this requirement may be regarded as misconduct warranting termination and incurring liability to penalty pursuant to Section 141 of the Health Services Act 1988.

The employee is required to take all reasonable care to ensure personal safety of others who may be affected by the acts or omissions of the employee in the workplace. (Occupational Health and Safety Act, Clause 25). The employee is required to participate in all safety programs as required by the Health Service.

East Wimmera Health Service Identification Badge must be worn at all times whilst on duty. This remains the property of the organisation and must be returned to the Pay Officer on termination of employment.

The employee is required to participate in the Continuous Quality Improvement Program to encourage excellence of care and cost containment within the Health Service.

The employee is required to participate in the Risk Management program to ensure risks are identified and managed within the Health Service.

The employee is required to adhere to EWHS Code of Conduct.

**PERFORMANCE DEVELOPMENT AND REVIEW:**

A Performance Development and Review will be completed after the first six months of service and then as per the East Wimmera Health Service Performance Management Policy. The Performance Development and Review is to be discussed with / conducted by Manager/Campus Manager

*Employee's Name:*

*Employee's Signature:*

*Date:*

*Manager's Signature:*

*Position Title:*

*Date:*

Issued: July 2006  
Reviewed: Aug 2007  
Reviewed: Aug 2011  
Reviewed: July 2014