



Cultivating Healthy Communities

Position Title:	Administration Assistant
Reports To:	Campus Manager
Direct Reports:	NIL
Department:	Clinical Services
Classification:	HS1A Admin Grade 1A
Employment Conditions:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Qualifying Period	6 months

East Wimmera Health Service (EWHS) is a fully accredited small rural health service consisting of 40 Acute and 95 Aged Care beds across five campuses in the Buloke and Northern Grampians Shires in North Western Victoria. Covering the land first inhabited by the Dja Wurrung, Barengi Gadjin, and Jaara Jarra peoples. EWHS encompasses the townships of Birchip, Charlton, Donald, Wycheproof and St Arnaud. EWHS provides a broad range of Acute, Community Based and Aged Care services integrated with local General Medical Practices. Additionally EWHS manages a number of other local services in post-acute care, planned activity groups and infection control. The duties of this position are to be performed with adherence to the purpose and values identified through EWHS's strategic plan and compliance with the Code of Behaviour for staff of EWHS.

Our Vision

To see sustainable improvement in the health and wellbeing of our community

Our Purpose

To work together with our community to achieve better health and wellbeing outcomes

Our Values

Together, Honesty, Empathy, Community, Open, Respect and Excellence

ROLE STATEMENT

The Administration Assistant is responsible for performing a range of administration tasks in an accurate and efficient manner. Often being the first point of contact, the role of Administration Clerk is pivotal in a consumer's care experience. Key to this is the provision of outstanding customer service to patients, residents, consumers, families and colleagues with a person-centred approach that is professional, approachable, responsive and compassionate at all times.

POSITION SPECIFIC RESPONSIBILITIES

- Reception duties including answering phones, directing phone calls, booking and confirming appointments.
- Screen visitors, consumers and contractors prior to entering the building.
- Greet consumers and health service visitors and provide exceptional customer service.
- Ensure all incoming phone calls are attended to in a prompt and courteous manner.
- Assist in administrative functions for meetings and events, including room bookings, car bookings and student accommodation bookings.
- Maintain accurate financial records including banking, petty cash, receipting and patient trust reconciliations.
- Provide administrative assistance to the Finance, Clinical, Community Health and Support Services teams.
- Ensure adequate supplies of consumables, such as stationary & printer toner.
- Collect and coordinate incoming, outgoing and internal mail.
- Participate in relevant training and development activities as an effective team member.
- Other duties consistent with the position where required and/or requested by management from time to time.

Quality / Safety and Risk Management

- Act in accordance with all relevant external legislation and internal EWHS policies and procedures that relate to this position and the organisation.
- Participate in and contribute to quality improvement programs and other organisational activities to meet Accreditation Standards.
- Participate and contribute in occupational health and safety activities to ensure a safe work environment for consumers, community, staff and visitors.
- Minimise exposure to incidents of infection / cross-infection of patients, consumers, staff, visitors and the general public by adhering to the Health Service Infection Control policies and procedures.
- Cooperate with the EWHS's Occupational Health and Safety policies and to participate in appropriate safety education and evaluation activities.

Integrity

- The values and expected behaviours at EWHS support ethical and responsible decision-making and a culture where all staff behave with integrity and respond appropriately if behaviour (at any level within an organisation) falls short of expectations.
- EWHS's disclosure and reporting processes provide confidentiality, utilise effective investigation and escalation mechanisms and include a range of actions to address fraudulent, corrupt or other unacceptable employee behaviours.
- If you suspect unethical, fraudulent or corrupt behaviour, it is imperative to report that behaviour. Sometimes this behaviour is managed internally but if it meets the mandatory minimum requirements, the CEO as the principal officer at EWHS has a statutory obligation to report material issues to the Independent Broad-based Anticorruption Commission (IBAC)
- Reports can be made directly to the CEO or the Board depending upon the level within the organisation the suspected behaviour is occurring.

PERFORMANCE INDICATORS

- Compliance with the Education Training Schedule (ETS).
- Develop and maintain a close working relationship with other health professionals and refer consumers to the appropriate services as required.
- Work cooperatively as a team member, valuing the contribution of all team members.
- Effectively evaluate service provision and contribute towards service improvements.
- Ensure optimal use of resources to provide an effective service to consumers.

KEY SELECTION CRITERIA

- Demonstrated experience working in an administrative and/or reception role within a similar environment.
- Excellent organisational and time management skills.
- Ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Ability to work independently, with limited supervision.
- Strong customer service skills.
- Exceptional interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds.
- Advanced computer skills including word processing & spreadsheets.
- Courteous, with high levels of professionalism, confidentiality and discretion.
- Positive and collaborative team player.
- High attention to detail.
- Adaptability and flexibility to changing work environments and requirements.
- Evidence of recent annual influenza immunisation or willingness to obtain
- Evidence of full immunisation against COVID-19

The Administration Assistant at East Wimmera Health Service will hold:

- A current Victorian Drivers Licence.
- A current National Police Check or ability to obtain a satisfactory check.
- Ability to comply with the “Behavioural Outcomes” for this role.
- A Working with Children Check.

East Wimmera Health Service		
STANDARDS OF BEHAVIOUR		
Our staff will always:		Our staff will not:
Together	<ul style="list-style-type: none"> • Work as part of the team • Mentor others • Provide encouragement to others • Care for others the way they would like to be cared for themselves • Partner with consumers in decision making about their healthcare 	<ul style="list-style-type: none"> • Be self-centred • Have inappropriate conversations with others • Demonstrate a “can’t-do” attitude • Ignore feedback given by patients or colleagues • Avoid responsibility • Refuse to assist others with their workload
Honesty	<ul style="list-style-type: none"> • Be open & honest with ourselves and with others • Make ethical decisions • Bring ourselves to work • Maintain high levels of integrity • Be responsible and accountable 	<ul style="list-style-type: none"> • Be dishonest • Be unreliable • Pass the buck • Be lazy
Empathy	<ul style="list-style-type: none"> • Commit to delivering a positive health experience to every person every time • Show compassion to all people • Demonstrate empathy & understanding 	<ul style="list-style-type: none"> • Be sarcastic • Be judgmental • Make care decisions without consulting the consumer
Community	<ul style="list-style-type: none"> • Maintain customer focus • Lead by example • Be responsible & accountable for their own actions • Stand up and take action • Escalate issues or behaviours of concern 	<ul style="list-style-type: none"> • Be hypocritical • Contribute to rumours • Discriminate against others • Think they’re better than others • Be passive
Open	<ul style="list-style-type: none"> • Demonstrate consistency • Treat people equally • Be considerate & understanding • Be collaborative and collegiate • Deal with issues 	<ul style="list-style-type: none"> • Demonstrate favouritism & exclusion • Withhold information • Ignore issues
Respect	<ul style="list-style-type: none"> • Maintain confidentiality & privacy • Be punctual • Listen to others & accept differences • Respond courteously • Greet all people by saying hello, smiling and introducing themselves • Be culturally informed and sensitive • Respect diverse opinions 	<ul style="list-style-type: none"> • Be arrogant • Be disrespectful • Display rudeness • Bully, harass or display aggression • Allow unacceptable behaviour
Excellence	<ul style="list-style-type: none"> • Expect and deliver excellence • Persevere to do the best job they can • Strive continuously to improve • Be professional & enthusiastic • Have the courage to question what we do 	<ul style="list-style-type: none"> • Give up • Accept mediocrity • Leave an untidy workplace

Staff at EWHS must also comply with both the Industry and organisational Code of Conduct

RISK ASSESSMENT / JOB ANALYSIS

East Wimmera Health Service provides a safe working environment for staff as part of the process Risk Assessments have been carried out and this position could include some or all of the following.

(Please mark (eg X or ✓) to those that apply to this position)

Aspects of Normal Workplace	Frequency			
<u>Work Environment</u>	Occasionally	Regularly	Continual	NA
• Work with the possibility of extended hours	✓			
• Work in locations geographically separated from main facility	✓			
• Working off site which may include clients homes				✓
• Clinical areas	✓			
• Travelling or Driving in cars on a regular basis	✓			
<u>Work Activity</u>				
• Manage demanding and changing workloads and competing priorities			✓	
• Undertake administrative tasks including intensive computer keyboarding work, filing, writing, concentrating for long periods of time			✓	
• Sitting at the computer for extended periods of time			✓	
• Sitting in meetings for extended periods of time	✓			
• Use of technology including photocopiers, telephones			✓	
• Undertake manual handling of equipment	✓			
• Patient Handling (<i>No Lift Program operates throughout EWHS</i>)				✓
• Exposure to Substances (<i>Protective equipment & procedures in place to prevent contact</i>)				✓
<u>Work relationships</u>				
• Work in a team environment and at times independently			✓	
• Interaction with staff from other disciplines and departments			✓	
• Interacts with: <ul style="list-style-type: none"> ○ colleagues and other hospital staff ○ members of the public ○ Patients and relatives 			✓ ✓ ✓	



Cultivating Healthy Communities

I acknowledge:

- That I have read and fully understand the Position Description and the position's Job Analysis.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities and duties.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That EWHS may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the employment agreement that I will sign, outlining the terms and conditions of my employment.

Name (please print) _____

Signature _____

Date _____

Document Control	
Executive Sponsor: Director of Clinical Services	
Manager Responsible: Campus Manager	
Author(s): Patricia Croft – Director of Clinical Services and Leonie Mactaggart – Human Resources Manager	
Last Review: June 2023	Next Review: June 2025