

POSITION DESCRIPTION

Administration Assistant



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Administration Assistant
Enterprise Agreement:	Victorian Public Health sector (Health and Allied Services, Managers and Administrative workers) agreement 2016-2020, or its successor
Position Classification:	HS1
Who does this position report to:	Administration Coordinator
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Green Street Campus, Community Care Centre
Primary purpose of the position:	<p>The primary role of the Administration Support is to provide a high standard of administrative support to enable exemplary client service support, reception and administrative duties, and support the multidisciplinary environment.</p> <p>The role requires demonstrated personal attributes in customer service, innovative thinking and action that fosters strong productive relationships and demonstrates excellent communication skills, technology skills, organisational skills, planning skills, scheduling skills and problem solving skills.</p> <p>The role requires the ability to liaise with organisational department members, community members, key stakeholders, and other health professionals.</p> <p>The role requires a passionate and productive work ethic that promotes NHW as a Centre of Excellence of exemplary health care for every client, every time.</p>
Position Description reviewed:	January 2022

Key Accountabilities:

1. Timely, accurate administrative support to community services & clinics
2. Ensure accurate data entry and retrieval
3. Ensure processing of all new referrals within set timeframes, ready for triage process
4. Maintain a high level of customer service when dealing with patient enquiries and appointment requests
5. Delivery of accurate and timely allocation of appointments within clinically appropriate timeframes
6. Coordination/management of clinical appointments
7. Work within a team environment through liaison with all members of community services & clinics
8. Work within a rostered framework to meet department needs

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9.	Accurately complete data to ensure accurate and timely reporting cycles
10.	Support services and the relevant business areas in all aspects of patient processing
11.	Accurately and effectively document all aspects of Patient enquiries
12.	Support Dictaphone typing
13.	Participation in all relevant department meetings and act as minute taker as required
14.	Any other duties as directed by the Coordinator or NUM
15.	Positive attitude and flexible approach to work to ensure comfort, safety, effectiveness and accessibility for client and health service providers
16.	Liaise with staff and clients to obtain information and resolve issues in relation to administrative operations
17.	Encourage innovative solutions to identified areas for improvement
18.	Promote a workplace culture that is professional, supportive and inclusive
19.	Promote an environment that values trust, information provision and engagement
20.	Demonstrate and encourage a culture of lifelong learning for self and peers
21.	Participate and model NHW Excellence
22.	Meet and maintain standards of regulatory compliance for administrative and clinical information records and systems within the Australian Legislation and Regulation, Victorian Legislation and Regulation (ie Public Record Office of Victoria) and Northeast Health Wangaratta Policy and Procedure Framework
23.	Other tasks as directed

Key Relationships:

Internal	External
1. Administrative Coordinator	1. Patients and Visitors
2. NUM / Managers	2. Health Service Clients
3. All NHW Workforce	3. Other Health Service Providers

Key Selection Criteria:

1.	Certificate III in Business Administration, or equivalent
2.	Demonstrated customer service approach to service delivery and commitment to meet customer's needs
3.	Demonstrated experiences in administrative support in a clinical setting
4.	Ability to use initiative and work autonomously and in a multidisciplinary team
5.	Ability to problem solve in a variety of complex situations
6.	Excellent computer skills and a willingness to learn new applications
7.	Experience working in a high-volume work environment
8.	Proficient written and oral communication skills
9.	Understanding of the principles of confidentiality and occupational health and safety
10.	Ability to adapt to a rapid changing environment and grasp new concepts
11.	Ability to engage and forge strong partnerships with a diverse range of stakeholder groups
12.	Demonstrated experience in health data software, and experience in health data entry – desirable

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13. Knowledge of Medical Terminology – desirable

In addition to the above, all staff must have an remain current for continued employment, the following:

1. Covid-19 Vaccination

2. Current Class C Driver's Licence

3. A current National Police Check (renewed every 3 years)

4. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation
- Reporting through the incident management system any near misses or incidents as they occur

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- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

Administration Assistant



The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Administration Assistant
Department / Unit:	Specialist Clinics
Workplace Location:	Green Street Campus, Community Care Centre

Frequency Definitions:

I Infrequent - intermittent activity exists for a short time on a very infrequent basis	C Constant - activity exists for more than 2/3 or the time when performing the job
O Occasional - activity exists up to 1/3 of the time when performing the job	R Repetitive - activity involved repetitive movements
F Frequent - activity exists between 1/3 and 2/3 of the time when performing the job	N Not Applicable - activity is not required to perform the job

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks					X	
Standing	Remaining standing without moving about to perform tasks		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery	X					
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)		X				
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands		X				
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Driving	Operating any motor powered vehicle	X						
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc						X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries						X	
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals							X
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance	X						
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.		X					
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	X						
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X						
Environmental Demands:								
Dust	Exposure to atmospheric dust.	X						
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.							X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.							X
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X					
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.							X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								