

Position Title:	Administration Assistant
Reports to:	Manager Ambulatory Aged Care Programs
Department:	Ambulatory Aged Care Programs
Directorate:	Community Care and Mental Health
Cost centre:	F8505
Code & classification:	Grade 1A (HS1A) or Grade 1, Levels 1 – 4 (HS1, HS14 – HS17)
Performance review:	Upon completion of probationary and qualifying period and annually or as requested.
Employment conditions:	Health and Allied Services, Managers and Administrative workers (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time).

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The Goulburn Valley Health Strategic Plan 2024 -26 provides the direction for GV Health with key elements summarised below.

Vaccination against COVID-19 and Influenza are a mandatory requirement of this role. Vaccination against preventable diseases is also highly recommended. You will be required to provide evidence of your vaccination status during the application process.

OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

Respect

- We respect the patient's voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don't compromise on our standards.

Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient's privacy and trust;
- We stand up against unsafe practice.

CREATE Outstanding

CREATE Outstanding encompasses foundation elements of the Goulburn Valley Health Strategic Plan 2024-26 to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

ROLE STATEMENT:

AACP consist of 3 programs: Transition Care (TCP), Restorative Care Program (REST) and GEM in The Home (GITH).

“The Transition care Program provides short term support and active management for older people at the interface of the acute/sub-acute and residential aged care sectors. It is goal oriented, time limited and targets older people at the conclusion of a hospital episode who require more time and support in a non-hospital environment to complete their restorative process optimise their function al capacity and finalise and access their longer term care arrangements”.

Restorative Care Program provides the same support and management as TCP, the clients in Restorative care are inpatients of GV Health while on this program. They can be younger clients (50+) and do not require an ACAS assessment to access the program.

GEM in The Home service is part of the suite of services provided through Sub – acute Ambulatory Care Services (SACS) funding stream. SACS services are person focused and operate within an integrated service delivery model utilising interdisciplinary team based care with an emphasis on flexible service delivery in a range of care settings. The aim is to improve and maintain a person's functional capacity and maximise their independence.

The Administration Assistant aids the operation of AACP by provision of high level clerical, data entry and reception support to the AACP team. The incumbent is also required to provide administrative support, and information technology support of software systems used by AACP in performing its role and function within the organisation.

KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas.
- Maintain accurate records ensuring documentation meets professional and legal standards.
- Ensure client record is maintained in accordance with standards and systems approved by GV Health Information Services and the management of client information complies with privacy and health record legislation.
- Undertake secretariat duties for AACP Team and Management Team as required.
- Carry out reception and administrative duties as per the relevant duty routines as advised by AACP Manager and or Team Leader/s.
- Assist in the production of concise and accurate minutes of meetings.
- Assist the management team with collating statistical client data as required.
- Monitor data entry of accounts receivable transactions using finance systems.
- In the absence of Data Administration Officer (Team Leader) prepare monthly reports and Commonwealth claim form for all Hume Region.
- Process accounts payable for payment, and prepare authorisation in accordance with GV Health Instrument of Delegation.
- Collection of Petty Cash.
- Participates in AACP monthly team meetings and planning days.

- Ensure filing system is maintained within GV Health Information System Processes.
- Provide high quality service to internal and external consumers and customers that reflect best practice and adds value to GV Health.
- Participate in audits, research, process redesign and accreditation against healthcare standards to ensure ongoing practice improvement and quality of consumer care.
- Participate in accreditation processes.
- Monitor service demand and identify administration service provision gaps.
- Ensure accurate and timely processing of referrals, files, letters, Transition Care Client Records and data entry.
- Assist with the development and recording of procedures and processes relevant to the AACP program.
- Process client notification and outcome letters in a timely and efficient manner.
- Participate in program administration duties, including preparation of reports for the Department of Human Services, Department of Health and Ageing and GV Health.
- Provide effective and timely word processing services as required.
- Complete clerical tasks as allocated in an efficient and effective manner within associated time lines.
- Maintain and order supply items to ensure a well- stocked imprest system.
- Be aware of and practice according to the organisation and AACP's mission, objectives, core values and strategies.
- Undertake other duties as required by the program manager within scope of practice.

QUALITY, SAFETY, RISK and IMPROVEMENT

- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and the GV Health workforce
- Contribute to organisational quality and safety initiatives
- Complete the mandatory training requirements as defined by GV Health
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Actively participate in quality improvement projects undertaken by AACP
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

OTHER REQUIREMENTS FOR NON CLINICAL EMPLOYEES:

- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Uphold and protect consumer rights and maintain strict confidentiality
- Assist with the supervision of students where appropriate
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times



- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

KEY PERFORMANCE INDICATORS:

- Attendance and active participation at meetings as required
- 100% compliance with training requirements as outlined in the GV Health Education Framework
- Active participation in the Performance and Development review process
- Complete monthly report/s DOHA and monthly Commonwealth claims when required
- Assist with the end of financial year requirements for GV Health
- GP letters within 48 hours of admission and discharge from AACP

Other Position Requirements

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health 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).

KEY SELECTION CRITERIA:

Mandatory

- Commitment to the GV Health values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.*
- Minimum relevant experience in Administration/Customer Service role.
- Recognised training/experience in office practice and computer/keyboard skills and applications.
- Demonstrated ability to work in a customer focused service environment with skills and experience in administrative and customer support operations.
- Well developed data entry, computer skills and knowledge of the Microsoft suite of software applications with an ability to manage electronic databases.
- Excellent communication and interpersonal skills and an ability to work professionally with all levels of staff and members of the public.
- Capacity to interact professionally with staff and clients and maintain high levels of confidentiality.
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritising skills.
- High level ability to exercise judgement and innovative problem solving skills.
- High level secretarial skills including the ability to take accurate meeting records.
- Evidence of full immunisation against COVID-19 and Influenza
- Satisfactory National History Criminal Check prior to commencement of employment.
- Satisfactory Working with Children Check prior to commencement of employment (if Required).
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment



GVHealth

Desirable:

- Relevant Certificate/Diploma/Degree
- Demonstrated competency in the use of medical terminology.
- Experience working within a health care setting.
- Current Victorian drivers licence.



CREATE. Outstanding.



Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE
<ul style="list-style-type: none"> ▪ manual handling (pushing, pulling, lifting) ▪ sitting, standing, bending, reaching, holding, lifting ▪ computer work, data entry ▪ general clerical at varying levels , ▪ use of personal protective equipment ▪ handling general waste ▪ pushing and pulling trolleys / filing ▪ work at other locations may be required ▪ shift work in some roles ▪ driving motor vehicles ▪ dealing with anxious or upset consumers or members of the public

Reviewed by	AACP manager
Issued	April 2023
Reviewed	August 2024

I acknowledge:

- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health 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.

Accepted by: _____ /_____/_____

(Print Name)