



**GV**Health

# Goulburn Valley Health Position Description



CREATE Outstanding

<b>Position Title:</b>	Administration and Data Assistant
<b>Reports to:</b>	Manager Home Nursing Services
<b>Department:</b>	Home Nursing Services
<b>Directorate:</b>	Community Care & Mental Health
<b>Cost centre:</b>	J5020 & J5018
<b>Code &amp; classification:</b>	Grade 1A (HS1A) or Grade 1 (HS1 – HS17)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021 - 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)
<b>Employment conditions:</b>	

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 is 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:**

The Administration and Data Assistant performs a wide range of administrative support tasks to assist in the functioning of an efficient and effective department. The role has a functional responsibility to the Manager of Home Nursing Services. The Administration and Data Assistant is responsible for the provision of reception, data collation, advanced secretarial and administrative support to the Manager of Home Nursing Service, Home Nursing Services programs, including the West Hume Regional Consultant Roles, GV Health District Nursing Services, GV Health Hospital in the Home Program and GV Health Regional Continence Team. The staff members goal is to promote and maintain good customer relations with patients, visitors and other hospital staff. This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

**KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

- To provide a high standard of accuracy and performance; that demonstrates a commitment to ‘patient centred’ service delivery.
- Carry out duties with professionalism and respect for others, in accordance with the GV Health mission and values.
- Provide timely, appropriate and accurate response to enquiries, referrals and have the ability to track and follow up on information and actions specific to the various roles of the Home Nursing Service
- Work within an established framework of service coordination principles to complete back of house duties, such as intake, referral management and bookings.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas
- Provide timely, appropriate and accurate response to enquiries and referrals
- Supporting quality activities such as file audits, document printing and preparation for accreditation
- Scheduling client appointments and co-ordinating the resources required (i.e. fleet vehicle and room bookings)
- Typing & formatting consumer education, promotional and training materials.
- Maintaining contract documentation for Services (HITH, NDIS, Brokered agreements, Service Agreements)
- Assisting with general administration/clerical duties and general office maintenance to improve costs and effectiveness, such as ordering of stock, electronic device management
- Take meeting minutes and distribute accordingly.
- Support Administration Finance Officer and ability to attend EOM Financial commitments.
- Support administration finance officer by assisting with all requests for data collection and reporting. This includes various reports required at the end of the month/quarter/year and for monthly program meeting data.
- Ensure all requested data collection and reporting is completed accurately, confidentially and with discretion.
- Analyse data and prepare reports and documents as directed by the Manager Home Nursing Services and the West Hume Regional Consultants



- Program specific software reporting and maintenance – UNIT1
- Support of reception/front of house duties (if required)
- Aid and support the West Hume Regional Consultants and Manager Home Nursing Services. This may include such activities as taking and distribution of meeting minutes and the ability to track and follow up on information and actions specific to the roles of the West Hume Regional Consultants and Manager Home Nursing Services
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

## **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
- Seek internal customer or consumer feedback and respond accordingly to identify areas of needs
- 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
- 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
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- 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

**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*.
- Possess high level of computer skills, including data entry accuracy, management of electronic databases and Microsoft applications.
- Advanced level of file maintenance, English grammar, appropriate standards regarding letters, memorandum, composition and proper telephone etiquette.
- Read and analyse incoming communication, submissions, and reports to determine their significance and plan their distribution.
- Excellent communication, listening and interpersonal skills with an ability to work professionally with all levels of staff and members of the public.
- High level of problem-solving skills with an ability to provide a professional and positive approach to helpful customer service.
- Demonstrated ability to work unsupervised and within a team environment with excellent time management and prioritisation skills.
- Capacity to interact professionally with staff and clients and maintain high levels of confidentiality.
- Satisfactory National History Criminal Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

**Desirable**

- Cert III in Health Administration or be working towards same.
- Competent in the use of medical terminology.
- Experience in formatting and presenting data
- Experience working within a health care setting.
- Experience dealing with clients from culturally and linguistically diverse communities.
- Understanding of Service Coordination principles

**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:

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

<b>Reviewed by</b>	<b>Manager of Home Nursing Services</b>
<b>Issued</b>	<b>August 2024</b>
<b>Review</b>	<b>August 2025</b>

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- 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)