

<b>Position Title:</b>	Health Administration Assistant
<b>Reports to:</b>	Manager, Service Access Unit
<b>Department:</b>	Service Access Unit
<b>Directorate:</b>	Community Care and Mental Health
<b>Cost centre:</b>	P0607
<b>Code &amp; classification:</b>	Grade 1A (HS1A) or Grade 1, Level 1 – 5 (HS1; HS14 – HS17)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) 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 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.

GV Health is committed to ensuring that all staff are fully immunised against COVID-19, and where mandated, against Influenza. Therefore, employment within GV Health is conditional upon evidence of having been vaccinated.

## 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 Service Access Unit provides a single point of access and referral management service to a range of services in Community Care and Mental Health directorate. The Service Access Unit business model is based on a commitment to patient centred care and focuses on the patient journey to ensure that they receive the right care, at the right time, at the right place. The Health Administration Assistant actively works within the Service Access Unit to support the team in providing information to clients and referrers and administrative support to clinicians ensuring a high level of service is delivered.

### **KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:**

#### **Service Access Unit**

- Provide timely, appropriate and accurate response to enquiries made via telephone and/or face to face.
- To provide a high standard of accuracy and performance; that demonstrates a commitment to 'patient centred' service delivery.
- Provide professional front of house customer service and clinic management duties.
- Work within an established framework of service coordination principles to complete back of house duties, such as intake, referral management and bookings.
- Provide timely and efficient administrative support for services supported by the Service Access Unit.
- Complete and monitor language service bookings and coordination for all of GV Health.
- 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

#### **1. Provide quality and safe care for consumers**

- Accept accountability for own actions and seek guidance when a situation exceeds experience and/or knowledge.
- Uphold and protect consumer rights, maintain strict confidentiality and continually practice to the principles of open disclosure.
- Comply with relevant standards, legislation, and GV Health's Clinical Governance Framework and relevant guidelines.
- Consumer feedback and complaints are escalated to the supervising registered nurse to ensure that issues are resolved and quality and safe clinical care is provided.
- Where directed, maintain accurate and current clinical records ensuring documentation meets professional and legal standards

#### **2. Develop and maintain relationships with all disciplines**

- Communicate with all members of the health care team to achieve desired consumer outcomes.
- Respect the decisions and actions of others
- Contribute to interdisciplinary team meetings and education sessions to facilitate consumer care goals.

**3. Support the quality of consumer care and outcomes**

- Maintain current knowledge of work practices relevant to the role.
- Actively participate in identifying where improvements can be made to the quality of consumer care.
- Participate in clinical audits, research, process redesign and accreditation against healthcare standards to ensure ongoing clinical practice improvement and the quality of consumer care.

**4. Commit to ongoing professional development of self**

- Complete mandatory training as defined by GV Health.
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews.

**QUALITY, SAFETY, RISK and IMPROVEMENT**

- Develop and 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
- Assist with the supervision of students where appropriate
- 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
- Successful completion of the Certificate III in Health Administration.

### **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.
- Eligible for selection into Certificate III in Health Administration or equivalent
- Ability to work collaboratively as part of a multi-disciplinary team
- A willingness to contribute to quality patient care
- Well-developed interpersonal skills, with willingness to communicate effectively with other staff, patients and families
- Commitment to ongoing professional development
- Commitment to a professional work ethic
- Basic computer skills
- Evidence of full immunisation against COVID-19
- Satisfactory National Criminal History 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

**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"> <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>Divisional Director Ambulatory Care</b>
<b>Issued</b>	<b>October 2023</b>
<b>Reviewed</b>	<b>September 2024</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.
- 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)