

Position Title: Administration Officer – Allied & Mental Health

Campus: Grampians Health Ballarat

Directorate: Chief Operating Office

Department: Allied and Mental Health

Reporting to: General Manager Allied & Mental Health
Operational Directors Allied Health & Mental Health

Direct Reports: Nil

Appointment Terms/Conditions: Permanent

Classification and Code: Administration Grade 2 (HS2)

Enterprise Agreement: Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025

ORGANISATIONAL INFORMATION

Grampians Health draws on its 150 years of health service delivery to provide high-quality, accessible care, close to home.

Situated across multiple campuses within Victoria's Grampians Region, our collaborative workforce comprises more than 7,000 professionals, providing compassionate care to more than half a million people who call the region home.

The region's catchment is a vast 48,500km², offering opportunities to work in unique and diverse area's rural locations, and our organisation's values unite us in a singular vision - to be at the forefront of healthcare excellence, and to foster a healthier and thriving Grampians region.

For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Allied and Mental Health Administration Officer is responsible for delivering high-level administrative support to the General Manager and Operational Directors of Allied and Mental Health. This role encompasses a broad range of administrative functions and plays a pivotal role in developing and implementing processes and procedures that support the operations of the Allied and Mental Health Department and its staff. The Allied and Mental Health Administration Officer will uphold and embody the values of Grampians Health, ensuring alignment with these principles across all interactions and activities.

KEY ACCOUNTABILITIES

Leadership and Administrative Support:

- Deliver comprehensive administrative support and management for the General Manager and Directors of Allied and Mental Health.
- Develop, implement, and oversee systems and processes to enhance the efficiency of departmental operations.
- Draft, review, and prepare correspondence for internal and external communication.
- Foster strong working relationships with administrative teams, Directors, and stakeholders across Grampians Health to address queries and facilitate communication.

Operational Coordination:

- Organise and support meetings, including agenda preparation, minute-taking, and action tracking.
- Coordinate and oversee recruitment processes, including clinical and administrative hiring, contract variations, terminations, and onboarding.
- Manage diary scheduling, travel arrangements, and conference bookings for Directors.
- Review and monitor departmental budgets in collaboration with Directors.
- Create, track, and manage key administrative requests, including invoices, leave applications, requisitions, and maintenance issues.

Departmental Support:

- Provide direct assistance to the Directors for recruitment processes, including SAP submissions, onboarding, visa preparations, and credentialing.
- Liaise with People and Culture to support the onboarding of new staff.
- Arrange temporary accommodation for recruits or locums as needed.

Medico-Legal and Compliance Responsibilities:

- Administer and maintain complaint management processes in accordance with Grampians Health policies.
- Coordinate Freedom of Information (FOI) requests, ensuring compliance with statutory obligations.

Data Management and Reporting:

- Collaborate with IT and stakeholders to enhance clinical applications for improved data collection and reporting.
- Develop, publish, and maintain on-call rosters as required.
- Oversee payroll processes, including rostering, pay queries, and on-call/recall adjustments.

Continuous Improvement:

- Actively contribute to the development and implementation of continuous improvement initiatives.

KEY SELECTION CRITERIA

- Demonstrated extensive administrative experience, ideally within health services or mental health settings.
- Strong interpersonal and communication skills, with the ability to liaise effectively with a diverse range of stakeholders.
- Proven experience in maintaining and improving administrative systems.
- Advanced proficiency in the MS Office Suite and associated software.
- Expertise in diary management and supporting multiple managers simultaneously.
- Ability to prioritise tasks, manage competing demands, and meet deadlines efficiently.
- Experience in minute-taking, secretarial duties, and complex rostering.
- Initiative, attention to detail, and commitment to task completion.
- Capability to establish new systems and streamline administrative processes.
- Familiarity with systems such as CMI, BOSSnet, and IBA, as well as the Victorian Mental Health Act (2014).

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.

- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.