

Position Title: Administrative Officer

Campus: Grampians Health - Ballarat

Directorate: Aged and Community Care

Department: State-wide Equipment Program (SWEP)

Reporting to: SWEP Team Leader

Direct Reports: Program Director SWEP
Director, Community & Aged Care
Chief Operations Officer, Community & Aged Care

Appointment Terms/Conditions:

Classification and Code: Grade 1 – HS1

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

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. 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 primary purpose of the State-wide Equipment Program (SWEP) is to provide a framework for the operation of a range of programs including – Aids & Equipment Program (A&EP), Supported Accommodation Equipment Assistance Scheme (SAEAS), Domiciliary Oxygen (DO), Continence Assistance (CA), Vehicle Modification Subsidy Scheme (VMSS), Laryngectomy Consumables Program (LCP) and Lymphoedema Compression Garment Program (LCGP).

The aim of these programs is to assist those Victorians who are frail aged, or who have a permanent or long-term disability to timely access to subsidy programs for the provision of aids, equipment and modifications to enhance/maintain their safety and independence, facilitate community participation and support families and carers in their role.

This position will provide high level administrative support to the service and will be responsible for undertaking and processing applications in line with relevant guidelines and program processes to ensure that the service achieves its aims.

KEY ACCOUNTABILITIES

Responsibilities and Duties:

Administrative Officers are appointed to SWEP rather than to specific programs, and may be required to work across different programs within SWEP or across the Primary and Community Care Directorate.

The position will

- provide a high level of day to day support to the service
- process administrative and clerical duties as directed
- undertake timely and accurate data entry within specified timeframes
- undertake a high level of administrative responsibilities in line with program requirements
- demonstrate a consumer focused and coordinated approach
- deliver exceptional customer service to ensure effective and efficient working relationships with SWEP stakeholders
- have a sound understanding and working knowledge of organisational policies and procedures
- understand program specific guidelines and processes to meet funding requirements
- actively participate in quality improvement and auditing activities
- demonstrate excellent time management skills
- contribute as an effective team member, fostering positive team building relationships
- work in a demanding environment with targeted outcomes and achieve expected Key Performance Indicators
- actively participate in team meetings, supervision and performance reviews

KEY SELECTION CRITERIA

Essential

Technical/Professional Knowledge and Skills

- Highly developed IT skills, with strong knowledge of Microsoft Office suite and well developed database skills
- Strong organisational skills and well-developed problem solving and decision making skills with the ability to quickly learn new tasks/processes

Work Environment

- Ability to work in a demanding environment with targeted outcomes
- Demonstrated adaptability to prioritise and/or change tasks based on workplace demands and to collaborate effectively with stakeholders to ensure consumer centred outcomes are achieved

Personal attributes

Communication Skills and Team work:

- Ability to demonstrate highly developed communication, interpersonal and presentation skills.
- Ability to develop and maintain effective working relationships within and external to the organisation
- Ability to work across a multi-faceted team to achieve consumer and team outcomes.
- Ability to establish networks and positive working relationships with other Grampians Health - Ballarat, service and providers across the disability and aged care sector.

Customer Service:

- Displays genuine empathy with the frail aged and people with disabilities, their families and/or carers.
- Displays a flexible, innovative, considered and team oriented approach to work.

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.

AUTHORISATIONS

Employee	
Department Manager	Sue Vincent
Director / Chief Executive Officer	Jeni Burton
Date Written:	Date Revised: 24/06/2025