

Position Title: Administration Officer - General Medicine & Continuing Care

Campus: Ballarat

Directorate: Hospital

Department: Medical Services

Reporting to: Clinical Director Medical Services and Program Director General and
Speciality Medicine Services

Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: Administrative G2 (HS2)

Enterprise Agreement: Health and Allied Services, Managers and Administration Workers
(VPS) Enterprise Agreement

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

To provide full administrative support to the General Manager, Clinical & Medical Programmes (GH), Clinical Director of Medicine & Continuing Care, Director Medicine & Continuing Care, Heads of Departments, Physician training program and doctors in training within General and Speciality Medicine Services.

The role provides an end-to-end solution for the provision of day-to-day operational management, annual and ad hoc recruitment of Senior Medical Specialists, annual leave planning including short notice leave arrangements, and assisting in long-term strategic planning for General and Speciality Medicine Services.

The Administrative Officer alleviates the administrative workload from our leadership team and senior medical staff, enhancing their capacity to perform clinical duties, leadership and management responsibilities, with increased efficiency and sustainability in the unit. This supports a positive culture and workspace.

KEY ACCOUNTABILITIES

Administration/Operational Management

- Provide extensive administration support, guidance and advice to the General Manager, Clinical & Medical Programmes (GH), Clinical Director of Medicine & Continuing Care, Director Medicine & Continuing Care, Head of General Medicine, Director of Physician Training and Doctors in Training with respect to organisational processes, procedures and protocols.
- Establish and nurture robust working relationships with fellow administrative staff, directors, and other stakeholders, including senior personnel across the hospital. This involves handling queries for the directors and effectively gathering and presenting information.
- Develop, design, coordinate and manage a range of systems and functions for the General and Speciality Medicine Services department. Coordinate and manage diary maintenance, scheduling of appointments and meetings for the General Manager, Clinical & Medical Programmes (GH), Clinical Director of Medicine & Continuing Care, Director Medicine & Continuing Care, Head of General Medicine and other senior medical staff.
- Develop and manage annual calendar and planning for Senior Medical Specialist performance reviews to meet organisational requirements
- Maintain schedule of monthly accountability meetings Provide high-level support to the General Manager, Clinical & Medical Programmes (GH), Clinical Director of Medicine & Continuing Care, Director Medicine & Continuing Care, in reviewing payroll and finance reports, ensuring the department remains within cost centre budgets.
- Act as minute secretary as required for General and Speciality Medicine meetings.
- Manage and maintain up-to-date distribution lists – email and innovative communication platforms eg WhatsApp, MS Teams, outlook distribution lists Manage and maintain resources in SharePoint to ensure the most up-to-date information is available.
- Manage and maintain meeting room calendar bookings.
- To provide a central communication hub, to manage a combination of face-to-face discussions and information and design IT systems to effectively communicate with the teams.

Strategic Roster Planning

- Develop ward service and specialist clinic/outpatient rosters for General and Speciality Medicine Physicians to align with fractional allocations within rostered hours and budgets. In conjunction with

other relevant service areas, develop and coordinate yearly annual leave plan, allowing for service delivery planning and management of excess leave balances.

- Service planning includes integration with specialist clinics, wards, catheterisation lab, endoscopy, dialysis and other clinical areas as required.

Recruitment Management

- Provide end-to-end management for the recruitment, credentialing and onboarding of Senior Medical Specialists including preparation of Success Factors (SAP) requests to match positions and budgets and coordinating interviews and interview panels.
- Provide end-to-end management of Success Factors (SAP) employment variations, ensuring requests match positions and budgets.
- Provide end-to-end management and support for onboarding new staff including liaison between Credentialing team, Talent Acquisition and People and Culture.
- Provide administration support to the General Manager, Clinical & Medical Programmes (GH), Clinical Director of Medicine & Continuing Care, Director Medicine & Continuing Care, Head of General Medicine in management of contracts and schedules for Senior Medical Specialists.
- Coordinate with Medical Education and Medical Workforce teams to ensure a smooth orientation for the Doctors in Training, including preparing the orientation program in conjunction with key stakeholders ensuring a comprehensive program is delivered.

Senior Stakeholder Management

- Develop and maintain partner relationships with clinical directors, heads of department and other senior consultants and stakeholders in the design, planning and improvement for the department.

Continuous Improvement

- Provide leadership in assisting Directors and Heads of Unit in the implementation of continuous improvement initiatives within General and Speciality Medicine standardisation and amalgamation of systems and processes.

Roster and Leave Management

- Prepare, publish and maintain the physician rosters and leave planners for General and Speciality Medicine, ensuring all annual leave and short notice leave is covered, and all gaps and potential risks are identified. Ensuring all changes are noted and all relevant staff and SharePoint are updated.
- Provide end-to-end leave management for all senior medical staff in General and Speciality Medicine ensuring all leave has been covered on all rosters.

Payroll Processing

- Process and pay lock fortnightly remuneration and payroll for all General and Speciality Medicine Specialists and Medical Nurse Unit Managers. Report, troubleshoot and rectify to issues/queries as required.

Staff mandatory HR requirements

- Manage and maintain personnel files, ensuring compliance of onboarding documentation and preparation of paperwork for processing.
- Provide support to the directors with the organisation requirements for monitoring and engagement of medical specialists in relation to OH&S requirements – eg fit testing, infection control vaccination

status, mandatory training. *this does not assume accountability or responsibility for individual staff members compliance with mandatory requirements but provides an administrative support role

KEY SELECTION CRITERIA

Qualifications

- Experience in the provision of confidential secretarial and administrative support in healthcare.
- Tertiary qualification in HR, business or another relevant field, desirable
- Technical/Professional Knowledge and Skills

Technical/Professional Knowledge and Skills

- Experience with recruitment and selection and understanding of enterprise agreements with solid experience in rostering systems with ability to develop and review rostering systems.
- Ability to prioritise a range of tasks and time management skills to complete the tasks within the expected/ required timeframes.
- Demonstrated experience using a variety of administrative tools (i.e., Microsoft Office Suite, and other relevant tools)
- Experience in managing complex diaries and competing schedules for Senior Management
- Personal attributes and Interpersonal skills
- Ability to resolve minor issues within the Senior Medical Staff to a satisfactory outcome. Use initiative to address emerging issues before escalation to Senior Management
- Excellent interpersonal and communication abilities, as well as building and maintaining productive working connections with the capacity to gently encourage cooperation from colleagues.
- Proven ability to manage workload and prioritisation with minimal supervision

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.
- 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 a 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 by 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.