

**Position Title:** Administration Officer

**Campus:** Ballarat

**Directorate:** Hospitals

**Department:** Diabetes Education

**Reporting to:** Diabetes Education Manager

**Direct Reports:** NIL

### Appointment Terms/Conditions:

**Classification and Code:** Admin Grade 1 level 1 (HS1)

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

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at [www.grampianshealth.org.au](http://www.grampianshealth.org.au)

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

<b>Collaboration</b>	<b>Compassion</b>	<b>Accountability</b>	<b>Respect</b>	<b>Innovation</b>
<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 Diabetes Administration Officer is a key stakeholder within the team providing a wide range of administrative support across all areas of the diabetes service. This position will provide a high level of administrative support to the diabetes service across the Grampians Health region, and support timely access to diabetes specialist care by responding to those in the community who seek diabetes specialist services.

The Administration Officer role requires a considerate approach to the requests from the community and staff, who may present sensitive personal information relating to their healthcare needs. Attention to detail and maintaining privacy and confidentiality for all stakeholders is an essential component to this role.

## **KEY ACCOUNTABILITIES**

### **Customer Service**

- Represent positive Front of House first impression by maintaining a seamless process for all enquiries and appointments attended
- Constantly demonstrating efficient consumer centred service by prioritising workload, meeting deadlines and working collaboratively with all stakeholders
- Screen and attend to a broad range of internal and external confidential and sensitive personal enquiries and telephone requests, ensuring that appropriate, and timely, follow up action is taken.

### **Administrative Tasks, Data Quality and Data Integrity**

- Coordination of outpatient diabetes clinics, including check in check out and follow up requirements
- Schedule and maintain appointments for diabetes outpatient clinics
- Efficient and accurate operation of all computer software programs
- Responsible for maintaining data integrity for the purpose of generating reports
- Thorough understanding VINAH requirements and IBA systems required for appropriate funding streams
- Proficient with OPAL, ARM requisition and Microsoft Office systems including Microsoft outlook
- Assume responsibility for maintaining all office equipment and clinical equipment including computers and printers
- Manage and maintain stock levels of all office supplies and resources
- Coordinate insulin pump starts and upgrades, including patient admissions as required by Clinical Nurse Consultants
- Provide support and work collaboratively with the Manager and facilitate all administrative requirements including coordinating meetings, community events, and functions
- Plan and prepare meetings and take detailed minutes
- Track all incoming and outgoing correspondence and manage filing systems
- Assists team with clinical obligations, by managing appointments, schedules, and calendar requests

## **Professional Development**

- Complete all mandatory training requirements
- Willingness to learn and expand your own skills and abilities

## **KEY SELECTION CRITERIA**

### **Essential:**

- Excellent interpersonal skills with a passion for fostering positive professional relationships
- Demonstrated efficiency and accuracy with administrative tasks
- Excellent verbal and written communication skills
- Competent with a range of software packages including Microsoft Office, specifically Excel, Word and Outlook, and proficient in using other databases as required
- Commitment to participate in both formal and informal learning opportunities
- Demonstrated ability to prioritise workload and initiate tasks with minimal supervision

### **Desirable:**

- Certificate IV Business Administration or above
- Knowledge medical terminology
- Demonstrated competence VINAH training

## **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.