

**Position Title:** **Administrative Support Officer – Hospital Without Walls (Casual)**

**Campus:** Services Across Hospital Without Walls

**Directorate:** Chief Operating Office – Medical and Clinical Programs

**Department:** Hospital Without Walls

**Reporting to:** Direct: Administration Manager, Hospital Without Walls  
In-Direct: Manager, Hospital Without Walls

**Direct reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** HS1

**Enterprise Agreement:** Health & Allied, Managers and Administrative Workers Single Interest 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](http://www.grampianshealth.org.au).

<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 role provides flexible administrative support across the Hospital Without Walls Directorate to support service continuity and operational requirements. The role is also required to develop strong working and collaborative relationships with all members of the multidisciplinary team, complementing and improving outcomes of existing care, systems and services. The Administration Support Officer is expected to develop a thorough knowledge of systems and processes undertaken within the service and will work with the other administration staff to ensure that there is continuity in Administration and Reception support for the service.

This role may provide additional support to cover periods of leave, increased demand and operational requirements across the Directorate.

## **KEY ACCOUNTABILITIES**

- Provide secretarial assistance as required.
- Telephone/reception duties – answer phones, take messages and receive clients.
- Computer registration of client details and data entry for collection of statistics
- Assist with the preparation and generation of service activity data, statistics and reports as required.
- Support managers and teams with routine data collection, reporting and administrative audits as required
- Preparation of client information packs
- Computer skills – Word, Excel, Outlook, Teams and other relevant software systems
- Assist in the maintenance of an efficient, accurate, accessible and confidential filing record and resource system
- Undertake responsibility for purchasing and maintenance of supplies and equipment
- Updating resources, photocopying, maintaining mailing lists and distribution information
- Liaison with Hospital Departments and associated staff as required
- Assist with the development and maintenance of administrative systems and processes in consultation with the Administration Manager and staff
- Assist and maintain required records/ documentation/ report of HWOW activities for regular reporting and planning purposes.
- Participation in HWOW team meetings and minute taking as required
- Handling incoming and outgoing correspondence
- Participate in relevant skill development and training
- Liaise with the Accounts Department regarding invoices, purchasing and related administrative matters as required.
- Preparation of records, meeting minutes, documentation and data capture for HWOW
- Tidying up waiting/clinic rooms, booking of resources, e.g. interpreters for clients when required, rooms, equipment
- Manage swipe access to all buildings
- Maintain database information, waiting lists and registers accurately and confidentially
- Liaise with I.T. re printers, copiers, resources and service agreements
- Managing repairs and infrastructure maintenance
- Contract and deliveries liaison
- Sharing information and working cooperatively with all administration team members to ensure adequate coverage of duties and equitable balance of workloads to meet fluctuating demands

- Compliance with all HWOW Policies and Procedures.
- Prioritise daily administrative tasks in consultation with the Administration Manager and operational requirements
- Other or ad hoc duties as required or assigned by the Administration Manager.
- Adherence to infection control policies and procedures as identified in the Grampians/Ballarat Health Services Infection Control Manuals.
- Provide flexible administrative support across Hospital Without Walls services and teams in accordance with operational requirements
- Work collaboratively with administration staff across the Directorate to support service continuity during periods of leave, increased demand or operational change
- Maintain accurate administrative and activity data across relevant HWOW systems and databases
- Escalate issues timely to the Administration Manager

## KEY SELECTION CRITERIA

### *Qualifications & Experience*

- Demonstrated experience in the provision of administration support
- Qualification in Administration, Office Management or related discipline or a commitment to working towards the same (Desirable)
- Client data base and data management experience (Desirable)

## Technical/Professional Knowledge and Skills

- **Computer Skills:** Proficiency and demonstrated experience using the Microsoft Office Suite – Word, Excel, Outlook, Teams and other relevant software systems. High level accuracy and attention to detail in document preparation and data entry
- **Administrative and Reporting Skills:** Ability to collate, organise and maintain information accurately and prepare routine reports appropriate to purpose and audience
- **Database Management:** Knowledge of BOSSnet and IBA
- **Privacy and Confidentiality:** Demonstrated understanding of the principles of privacy and confidentiality
- Knowledge of medical and terminology and audio type (preferred but not essential)
- Experience with the billing system
- Demonstrated ability to work effectively autonomously with minimal supervision as well as part of a team

## Personal Attributes

- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Positive Attitude:** Resilient, flexible, positive approach and “can-do” attitude. Reliable and punctual to work

- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Managing Work (includes Time Management):** Effectively managing one's time and resources to ensure that work is completed efficiently.
- **Quality Orientation:** Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

## Interpersonal Skills

- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Collaboration:** working effectively and cooperatively with others, establishing and maintaining good working relationships.

## 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 colleagues.
- 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 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.