

Position Title: Administration Coordinator (Ambulatory Care)

Campus: Stawell

Directorate: Chief Operating Officer, Community and Aged Care

Department: Ambulatory Care

Reporting to: Team Leader, Ambulatory Care

Indirect Reports: *Administrative Officers, Receptionists*

Appointment Terms/Conditions:

Classification and Code: HS2

Enterprise Agreement: Health and Allied 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

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.

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

As the Administration Co-Ordinator, you will be responsible for coordinating and supporting the Allied Health and Ambulatory Care Administration teams to ensure the provision of responsive, accessible and timely care. The role will liaise with the Administration Coordinator (Acute) and report to the Ambulatory Care Team Leaders.

The position will oversee administration team rostering, leave management, staff development and training as well as administration support to allied health and ambulatory care services as directed.

KEY ACCOUNTABILITIES

- Provide day-to-day supervision of administrative staff to ensure efficient, timely and effective administration processes are performed to a high standard and deliver on the needs of clinical areas.
- Build and maintain strong, mutually beneficial networks with the leadership team, immediate managers, allied health and ambulatory care and other administrative coordinators and staff across Grampians Health to maintain an efficient administrative function.
- Develop and maintain appropriate work patterns and procedures for the administration team.
- Provide local level leadership to the administration team, establish, and facilitate regular administration team meetings, and support the Leadership Team in coordinating administrative operations.
- Ensure that policy and procedures are understood and adhered to and escalate matters to the relevant Manager where required.
- Prepare reports as required by management in a timely manner to assist with decision making and to ensure the Leadership Team are across day-to-day operational activity.
- Liaise and consult with external agencies and key stakeholders as required (e.g. suppliers, training and development organisations).
- Liaise with patients and clients to understand the customer experience and investigate issues / feedback. Escalating as required to the relevant department or manager,
- Identify and coordinate administrative team education and training to ensure staff have access to up-to-date contemporary administrative processes, and the appropriate tools and resources to perform their role to a high standard.
- Support the Ambulatory Team Leader in the completion of Performance Development Reviews (PDR) for staff and in the provision of feedback. Ensure a positive, values-driven and supportive approach to supervision and escalate any performance or other people concerns to the Ambulatory Team Leader.
- Assist with administrative duties as required for allied health and ambulatory care.
- Liaise with the Administration Coordinator Acute to assist with the efficient operation of both administration areas.

KEY SELECTION CRITERIA

Essential:

- Demonstrated high level of customer service skills with a minimum of 3 years' experience in high level administrative processes, preferably in a healthcare setting.
- Demonstrated experience in supervising staff, including roster and leave management.
- Excellent verbal and written communication skills and the ability to maintain strong, effective working relationships with internal and external stakeholders.
- Demonstrated willingness to develop self and others and identify areas for improvement.
- Confidence in responding to, managing and escalating conflict.
- A strong understanding of principles relating to confidentiality, and the ability to understand patient rights and responsibilities.

- Demonstrated initiative and problem-solving skills to achieve optimum results in all aspects of work

Desired:

- Undertaking or working towards Certificate / Diploma level qualification in administration.
- Previous experience with Clinical applications e.g. Patient Administration Systems (iPM), Digital/Electronic Medical records (BOSSnet) and rostering

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.