

## Position Title: Program Assistant – Central Intake

**Campus:** Ballarat

**Directorate:** Allied Health & Ambulatory Care

**Department:** Central Intake

**Reporting to:**

- **Direct:** Manager, Sub Acute Ambulatory Care
- **Indirect:** Nil

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** Administrative Worker Grade 1 (HS1)

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

### 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 Central Intake department at Grampians Health Ballarat, plays a crucial role in supporting the efficient receipt and management of referrals to Allied Health, Ambulatory Care & Community Programs at Grampians Health Ballarat.

The role of the Program Assistant – Central Intake is primarily focused on providing a high level of administrative support to the management and processing of referrals received by the organisation, ensuring a smooth flow of referrals through our service.

## **KEY ACCOUNTABILITIES**

- Monitoring documents received and sent via fax, email and mail and ensuring they are processed quickly and efficiently.
- Attending to a broad range of confidential enquiries from consumers/patients/carers, internal and external stakeholders, ensuring appropriate follow up action is taken in a respectful, sensitive and non-judgemental manner.
- Entering data into the organisations Patient Administration System from source documents with an exceptional level of accuracy and efficiency
- Provide administrative support to the Central Intake Program, including operation of Microsoft Office Suite, including Word, Outlook, Excel, Teams and other organisational utilised databases.
- Data management and gathering statistics at timely intervals.
- Ensuring information about Community Programs is current and accurate.
- Participating in an annual staff professional development review, and ongoing education programs relevant to the position
- Undertakes other duties as directed by the Program Director Ambulatory Care

## **KEY SELECTION CRITERIA**

### **Technical/Professional Knowledge and Skills**

- Administration experience is essential for this role, with customer service experience and experience working within health and/or community services desired
- The ability to demonstrate an understanding of the principles of privacy and confidentiality.
- Highly developed word processing skills, strong knowledge of the Microsoft Office suite (with a particular emphasis on MS Word). Demonstrated knowledge of computer software products more generally, and their application.

### **Personal attributes**

- Well-developed organizational skills and demonstrated ability to prioritize and work independently with minimal supervision.
- Excellent communication and interpersonal skills with the ability to develop and maintain effective working relationships with clients as well as colleagues.
- Demonstrated ability to work effectively in a team environment, coordinating a range of concurrent tasks, meeting varied and challenging deadlines.
- Attention to detail and ability to ensure accurate data entry in an efficient manner

### **Qualifications**

- Certificate in Business Administration is desirable but not essential.

## **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.