

Position Title: GH Quality Administration Support Officer

Campus: Grampians Health wide

Directorate: CNMO

Department: GH Quality

Reporting to: GH Quality Assistant Director/s

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: **Administrative Officer Grade1- 2 (HS1-2) Health and Allied Services,**

Enterprise Agreement: Managers and Administrative Workers (VPS) Enterprise Agreement

Time Fraction: **As per employment contract**

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.

<i>Collaboration</i>	<i>Compassion</i>	<i>Accountability</i>	<i>Respect</i>	<i>Innovation</i>
<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

This role/s will be supporting the work the GH Quality team, with all aspects of administration.

This is a varied role working with a team that supports operational services to embed quality and improvement across the organisation.

This role will support the GH Quality team in the implementation and on-going oversight of work plans. This includes, but is not limited to, monitoring the delivery of key work milestones, outcome measures, service performance improvements plans; and the development and introduction of standardised reporting mechanisms, underpinned by robust data. The post holder will be expected to support the GH Quality team to work closely with the Assistant Directors to ensure work is completed as required.

You will be reporting to the GHQ Assistant Director/s, but will be expected to work across the team with a high degree of autonomy, developing knowledge of the areas covered by the GHQ team and the wider organisation and developing the ability to provide connected data sets and analytics for team within the wider function as required.

KEY ACCOUNTABILITIES

- You will be tasked with implementing and coordinating initiatives to drive improvements in data quality across the GH systems
- Provide and distribute intelligence reports; monitoring trends, patterns and support the data quality audit programme
- This will involve managing the production of responses to a variety of reporting requests including both ad hoc and routine requests from a range of team members that could be used for operational and governance groups
- The role is required to develop metrics that will support the organisation in relation to the business planning process triangulating data with information from other sources
- Ensure that annual, quarterly and monthly Key Performance Indicator Reports are produced in a timely and accurate manner
- Ensure that reports are produced, distributed, and actioned in accordance with the schedule and team member requirements
- Ensure that all reports related KPI's, incidents, feedback and improvements are analysed, produced and distributed according to an established timetable
- Partner to improve the quality and provision of information with a specific focus on developing planning and forecasting solutions for integrated working.
- As a result of data and performance analysis, you will support the GHQ team to mitigate quality and performance issues, identifying key areas of focus through adopting an improvement and innovation lens
- Produce reports and carry out analysis to assist with the production of GH Q reports
- Answering incoming calls; taking messages and re-directing calls as required
- Dealing with email enquiries
- Take minutes meetings, produce agendas and papers for allocated meetings
- Arranging appointments, booking meeting rooms and conference facilities
- General office management such as ordering stationary
- Organising travel and accommodation for staff
- Arranging both internal and external events
- Providing administration support to members of the GHQ team as required

KEY SELECTION CRITERIA

- **Secretarial and Assistant Capability:** Demonstrated experience in the provision of, or the ability to provide, confidential, secretarial and executive administrative support at senior management level. Proven ability to manage workload and prioritisation with minimal supervision; ability to draft correspondence and other written documentation with minimal direction as required.
- **Word Processing & Keyboard Skills:** Highly developed word processing and keyboard skills including Microsoft Word, Excel, PowerPoint and electronic mail and diary systems; ability to produce correspondence, minutes of meetings, reports, presentations and other forms of documentation accurately, within deadlines and at a level suitable for an Executive audience.
- **Database Management Skills:** Proven ability to develop, maintain and report from database
- **Highly developed computer skills:** Demonstrated ability to utilise a range of Microsoft Office software packages at a high level; undertake research using a varied range of Internet sources; develop and maintain computer-based systems and procedures
- **Customer Service:** Screen and attend to a broad range of internal and external confidential and sensitive enquiries and telephone requests, ensuring that appropriate, and timely, follow up action is taken with minimal direction.
- You will have experience and specialist knowledge of quality data standards and experience of formulating data quality policy and procedures together with a passion for applying data quality principles
- A proven track record delivering results combined with excellent interpersonal skills and the ability to work well under pressure
- You will have a strong eye for detail and the ability to produce work consistently to a high level of accuracy
- An appreciation of Data Protection and confidentiality issues is essential
- In depth understanding of related data collation, performance monitoring and reporting procedures
- Working knowledge of key information systems used within healthcare such as RISKMAN, VHIMS, PROMPT2, IQRS

Qualifications

- A relevant qualification that supports business administration
- Proficiency in the use of Microsoft Office, Microsoft Word, Outlook, PowerPoint and Excel

Technical/Professional Knowledge and Skills

- Demonstrable success in delivering to key performance indicators and significant experience of working to targets
- Risk Management knowledge
- A willingness and capacity to embrace the GH Quality strategic direction
- Relevant tertiary qualifications in information systems or equivalent relevant work experience in reporting systems, data warehousing and business intelligence products
- Proven experience in facilitating stakeholder consultation and participation
- Demonstrated experience in application of data management governance and principles

Work Environment

- Ability to work as a team member and contribute to a productive team environment.
- Build constructive engagement with broader teams

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
- **Organised Disposition:** Demonstrating the traits, inclinations, and dispositions that characterize successful Admirative Support Officers such as curiosity and enquiry; exhibiting behaviour styles that meet the demands of the role
- **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 organization.
- **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

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 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.