

**Position Title:** Allied Health Program Assistant

**Campus:** Ballarat

**Directorate:** Chief Operating Officer Hospitals

**Department:** Allied Health Management

**Reporting to:** Manager, Allied Health Informatics

**Direct Reports:** Nil

### Appointment Terms/Conditions:

**Classification and Code:** Administrative Worker Grade 1 - HS1

**Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian 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**

As a Program Assistant you support clients/consumers along their allied health-care journey with Grampians Health - Ballarat, by providing first class customer service for our clientele and dedicated administration support to clinical teams. You are part of a small team of "PA's", working collaboratively to achieve these goals.

## **KEY ACCOUNTABILITIES**

- Providing administration and client focused customer service our at allied health reception areas, including:
  - Peter Heinz Reception at the Queen Elizabeth Centre (QEC)
  - Queen Elizabeth Centre switchboard,
  - 2 West Allied Health Desk at Ballarat Base Hospital
  - Ballarat Regional Integrated Cancer Care (BRICC) Allied Health reception desk at Ballarat Base Hospital.
  - Other areas as required.Examples of tasks include:
  - Greeting, checking in and assisting clients and their carers with enquiries regarding allied health appointments
  - Attending to a broad range of questions from internal and external stakeholders, ensuring appropriate follow up action is taken in a respectful, sensitive and non-judgemental manner.
  - Monitoring documents received via facsimile, email and mail and ensuring they are processed quickly and efficiently.
  - Monitoring and ordering stock items in consultation with allied health clinical teams
  - Cash management and payment processing in line with relevant policies, procedures and systems.
- Providing comprehensive administrative support for specific Allied Health program/s in line with their requirements. This includes referral and waitlist management, organising appointments, electronic and hardcopy filing and communication with a range of stakeholders in consultation with treating clinicians.
- Developing and maintaining efficient work processes for the programs you support. This includes training new and existing staff in those work processes to ensure seamless service is delivered during periods of leave.
- Operation of the QEC switchboard – including fielding emergency calls and making announcements for QEC site, distribution of all incoming and outgoing mail and handling general enquiries.
- Working autonomously under limited supervision, including across QEC and Ballarat Base Hospital
- Providing typing and audio typing support for all Allied Health staff as required.
- Participating in continuous quality improvement of the services provided where appropriate.
- Treating all clients and staff of Grampians Health in a courteous and respectful manner.
- Participating in an annual staff professional development review, and ongoing education programs relevant to the position
- Striving to develop and maintain good working relationships with all staff of Grampians Health.
- Undertaking other duties as directed by the Co-ordinator, Program Assistants and Manager of Allied Health Informatics.

## **KEY SELECTION CRITERIA**

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

- Administration and customer service experience is essential for this role, with experience working within health and/or community services preferred
- 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 with independently minimal supervision.
- excellent communication and interpersonal skills with the ability to develop and maintain effective working relationships quickly with members of the general public and external to the organization.

#### **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.