

Position Title: Administration Officer – Acute, Urgent Care, Perioperative and Preadmission Services

Campus: Stawell

Directorate: Corporate Services Office

Department: Clinical Administration

Reporting to: Nurse Unit Manager's in Acute, Urgent Care and Perioperative services

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: **Administration Grade 1 - HS1A – HS1** (dependant on experience)

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) 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

To provide reception, administrative and clerical support to ensure the smooth functioning of the Clinical Administration areas including Acute, Urgent Care, Perioperative and Preadmission departments in collaboration with the multidisciplinary team to achieve optimal health outcomes for our patients.

Clinical Administration Clerk's play a key role in the administrative and documentation requirements for the Acute, Urgent Care, Perioperative and Preadmission departments, as well as demonstrating high level of communication and customer service both face to face and while on the telephone to the community and patients entering Grampians Health Stawell.

KEY ACCOUNTABILITIES

- Ensure that main reception areas in all relevant departments are maintained in a neat and tidy manner.
- Maintain supplies of stationery, medical record forms, patient instructions and other documentation in the ward and storage areas.
- Acknowledge patients and visitors upon their arrival into the department whilst quickly and efficiently addressing their needs and relaying any information to the patient e.g. waiting time, special instructions, creating exceptional experiences.
- Maintain a professional and pleasing telephone manner and be responsive to telephone inquiries.
- Verify personal information of patients including Medicare validity/Private Health Insurance and maintain accurate registration of patients in the Patient Administration System in accordance with GHS Policies and Procedures.
- Entry of data for Admissions, Discharges, Transfers, and Urgent Care Centre attendances into the Patient Administration System and printing of labels and registration forms.
- Liaison with patients to complete documentation including signing of admission forms.
- Retrieval and distribution of patient information in adherence to GHS policies and procedures
- Schedule patient appointments and transfer times accurately and efficiently.
- Provide administrative support to the NUM, ANUMs and other clinical staff in the relevant department including, but not limited to printing nursing handover sheets, daily operational reports, updating Emergency Board and ordering of supplies.
- Maintain Procedure Manual covering areas of responsibility.
- Provide liaison to both internal & external customers of complaints and compliments and direct accordingly.
- Provide break coverage for other Clinical Administration Staff as required.
- Work harmoniously with other team members to achieve service delivery excellence and achieve team goals.
- Resolve any workplace conflict in a professional manner and through the correct organisational processes.
- Other duties as directed by NUM's in Acute, Urgent Care and Perioperative services.

KEY SELECTION CRITERIA

Technical/Professional Knowledge and Skills

- Demonstrated high level of customer service skills with previous experience in administration and reception.
- High level of computer literacy and experience using Microsoft office applications (e.g. Word, Excel, Outlook).
- Highly developed organisation skills with the ability to multi-task and prioritise workload.
- Excellent verbal and written communication skills and the ability to maintain strong, effective working relationships.

- Previous experience with Clinical applications is desirable e.g. Patient Administration Systems (iPM), Digital/Electronic Medical records (OPAL).
- An understanding of patients' rights and principles relating to confidentiality.
- Knowledge of medical terminology.

Work Environment

- Flexibility to work on a rotating roster including weekends.
- Able to remain calm under pressure, client focused, and have a can do and flexible approach.

Personal attributes

- Demonstrated high level of attention to detail.
- Ability to take direction and work positively in a team environment.
- Confidence in responding, managing and escalating conflict.
- Previous experience in a health-related facility.
- Demonstrated initiative and problem-solving skills to achieve optimum results in all aspects of work.

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.