

Position Title: Administration Coordinator/Intake Officer

Campus: Stawell

Directorate: Community Programs

Department: Community Services

Reporting to: Manager of Community Services

Indirect Reports: District Nursing, PAC, HARP, MSN and SSG teams

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 level 4 to Grade 2 level 2 (HS16- HS18)

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

The Administration/Intake Officer position requires a solid understanding of health services referral intake, data entry, data processing, data collection, and reporting, as well as general referral processes. This role will support the District Nursing team, Hospital Admission Risk Program (HARP), Post Acute Care (PAC), Memory Support Nurse (MSN), and Social Support Group (SSG) to ensure the delivery of responsive, accessible, and timely care.

This position will be responsible for the input of consumer information using the Uniti client management system, providing telephone support, downloading and triaging referrals according to their priority of access, assisting community members with the referral process, including guided referrals for those that require a My Aged Care referral and a My Aged Care Assessment.

The role requires operating with different systems including UNITI, Opal (Bossnet), HACC, CHSP and DEX reporting. This position reports directly to the Manager of Community Service.

KEY ACCOUNTABILITIES

- Entry, reporting and maintenance of consumer data within UNITI client management systems
- Intake and triaging of consumers, ensuring access to the most appropriate services for their needs
- Assisting Community Services team with discharge documentation and follow-up
- Provide assistance to consumers with accessing aged care services including My Aged Care referral, accepting referrals on My Aged Care Portal and admitting consumers on IPM and UNITI system as needed
- Maintaining effective documentation of consumers health information for clinical, professional and legal purposes, in line with Grampians Health Privacy legislation
- Provide day-to-day administrative tasks to ensure efficient, timely and effective administration processes are performed to a high standard and deliver on the needs of clinical areas.
- Maintains working knowledge of the New Aged Care Reforms and Aged Care ACT 2024, knowledge of Strengthened Aged Care Standards and accreditation requirements and knowledge of National Weighted Activity Unit (NWAU).
- Supporting the Manager of Community Services with the coordination of meetings, agenda and minutes reports
- Liaise and consult with external agencies and key stakeholders as required (e.g. suppliers, training and development organisations).
- Prepare reports as required by Manager of Community Services in a timely manner to assist with decision making and to ensure effective day-to-day operational activity.
- Timely and accurate submission of CHSP and HACC PYP data to the Department of Health Data Portal.
- Ensure that policy and procedures are understood and adhered to and escalate matters to the relevant Manager where required.
- Seeks assistance and direction when required and assist Manager of Community Services with administrative duties as required.
- Build and maintain strong, mutually beneficial networks within the Community Services team, immediate managers, and other administrative staff and staff across Grampians Health to maintain an efficient administrative function.
- Liaise with consumers and families to obtain information and discuss challenges or complaints. Escalate any issues or matters as required to the Manager of Community Services.

KEY SELECTION CRITERIA

Essential:

- Certificate III in Business Administration or relevant experience, especially in the healthcare sector.
- Demonstrated high level of customer service skills with a minimum of 3 years' experience in high-level administrative processes, preferably in a healthcare setting.
- Excellent verbal and written communication skills and the ability to maintain strong, effective working relationships with internal and external stakeholders.
- A commitment to continuous quality improvement, customer service and customer-centred care.
- A strong understanding of principles relating to confidentiality, and the ability to understand consumer rights and responsibilities.
- Demonstrated initiative and problem-solving skills to achieve optimum results in all aspects of work
- Demonstrated ability to work within multidisciplinary team environment
- Knowledge of the Victorian Health and Aged Care sector including proficiency in Microsoft Word, Excel, and iPM, UNITI, My Aged Care Portal, Bossnet (Opal)
- Proven history of excellent customer service and strong attention to detail, especially in maintaining accurate, confidential records.
- Approved National Police Check, Working with Children Check, NDIS Check and Victorian Driver's License or willingness to obtain

Desired:

- Diploma level qualification in administration.
- Previous experience with Clinical applications e.g. Patient Administration Systems (iPM), Digital/Electronic Medical records Opal (Bossnet), Rostering Optima, My Aged Care Portal, Data Exchange Web Based Portal (DEX), DHS HACC (Community Health) Data Reporting, National Weighted Activity Units (NWAU) funding model and report.

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.