

**Position Title:** GH Central Allocations Unit Support Officer

**Campus:** Multi campus/Virtual (WFH)

**Directorate:** Access Performance and Workforce

**Department:** Central Allocations Unit

**Reporting to:** Workforce Support Manager CAU

### Appointment Terms/Conditions:

**Classification and Code:** Administrative Officer Grade 3 (HS3)

**Enterprise Agreement:** Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement

### ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit [www.grampianshealth.org.au](http://www.grampianshealth.org.au).

<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 Grampians Health Central Allocations Unit (CAU) is responsible for the recruitment and management of casual and permanent staff of various skill types to the Casual Bank and the Nursing Support Unit.

The CAU Support Officer provides administrative and clerical support relevant to the functioning of the Workforce Unit (WU).

Assist in the coordination of annual performance development review and mandatory competencies for all casual workforce as delegated by NUM.

## **KEY ACCOUNTABILITIES**

- Demonstrated ability to manage time and efficient completion of tasks.
- Demonstrated ability to function within a team.
- Ensure accurate communication and follow up of issues and information.
- Ensure accurate data entry into required software systems.
- Provide a high standard of administrative support as directed.
- Provide efficient, reliable and friendly services to all key stakeholders.
- Maintain databases and administrative systems that support the position.
- Ability to work with key stakeholders in relation to administrative support for all reporting platforms in GH Workforce Unit
- Ad hoc administrative requirements/support operations at request of NUM

## **KEY SELECTION CRITERIA**

### **Qualifications and experience**

- Prior experience in a health setting would be advantageous but is not essential.

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

- Well developed computer skills including experience using Microsoft Office Suite.
- Demonstrated adaptability to take initiative, prioritise and/or change tasks based on workplace demands.
- Demonstrated knowledge of confidentiality, privacy and freedom of information legislation.
- Demonstrated commitment to ongoing education to update knowledge and skills.

### **Work Environment**

- Ability to work in a fast-paced high work load environment with the ability to efficiently plan and prioritise workload with conflicting deadlines.
- Demonstrated computer literacy with the ability to quickly learn new tasks / processes.
- Demonstrated ability to follow processes with attention to detail.
- Ability to set high standards of work.

### **Personal attributes**

- Demonstrated conceptual thinking and ability to problem solve.
- Demonstrated person-centred care and respectful approach to patients, visitors and staff.
- Demonstrated ability to embrace change and provide flexibility.

## **Interpersonal skills**

- Demonstrated high level communication to be able to interact with a wide variety of individuals in a professional manner.
- Demonstrated capacity to function as an effective team member.

## **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 by 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.