

Position Title: **Manager – Switchboard & Admissions**

Campus: Ballarat

Directorate: Corporate Services

Department: Health Information Services

Reporting to: **Director, Health Information Services**

Direct Reports: **Switchboard and Admissions teams**

Appointment Terms/Conditions:

Classification and Code: **Grade 3**

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers

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 is available at www.grampianshealth.org.au

Our purpose is to provide high-quality, accessible health care services in each of the communities we serve. We currently provide services to more than 250,000 Victorians and 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

The purpose of this position is to manage the Switchboard and Admissions teams to deliver quality, person-centred services to Grampians Health (GH) patients. Key team functions include processing internal and external telephone calls, emergency code activation, hospital reception and enquiries, administrative preparation and processing of elective admissions. The role ensures the delivery of effective telephony and enquiries services, quality and integrity of patient encounter data and promotes excellent customer service.

KEY ACCOUNTABILITIES

Staff Management

Roster management

- Draft and issue staff rosters compliant with EBA requirements.
- Ensure equity and transparency in rostering, including leave coverage and vacant shifts.
- Enter daily shift changes and manage the pay cycle in Optima.

Team and individual management

- Foster a team culture of respect, inclusion, open communication, peer support and teamwork.
- Conduct regular staff meetings, including agendas and minutes.
- Identify, investigate and resolve staff issues in a timely manner

Performance management and training

- Allocate duties and monitor completion to ensure tasks are performed to standard.
- Provide structured training in standardised processes for new and existing staff.
- Identify and manage underperformance in accordance with GH policies.
- Maintain position descriptions for roles within Switchboard/Enquiries and Admissions.
- Conduct annual Performance and Development Reviews (PDRs).

Recruitment

- Undertake recruitment processes to build and maintain effective teams.

Process Management

- Maintain operational knowledge of functions and processes sufficient to work regular shifts in Switchboard/Enquiries and Admissions.
- Maintain technical knowledge of switchboard systems and troubleshoot as required.
- Continuously review, standardise and refine processes to provide a consistent, efficient and effective service.
- Adapt processes as required, using effective change management to support staff.
- Develop and maintain clear, concise process documentation.
- Liaise with other departments to align Switchboard/Enquiries and Admissions processes and support effective patient and information flow.

Data Management

- Ensure processes support accurate capture of patient information and encounter data.
- Ensure staff are trained to capture data accurately and understand the importance of data quality for patient care and organisational reporting.

Other

- Participate in an on-call roster, as required.
- Undertake other tasks as directed by the Director, Health Information Services.

KEY SELECTION CRITERIA

Mandatory

- Experience managing a medium-sized team, with demonstrated ability to lead, direct and motivate staff.
- Strong organisational, process and change management skills, including critical thinking, problem-solving, consultation, decision-making and implementation of workable solutions.
- Excellent verbal and written communication skills, with the ability to listen, comprehend and convey information to varied audiences.
- Resilience and the ability to perform effectively in a dynamic environment.

Desirable

- Experience working within the health sector.
- Experience in a switchboard, reception or call centre environment.

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.
 - Participate in Grampians Health’s integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks, and by identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleagues.
- 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.
 - Adhere to infection prevention and control policies and procedures, together with any applicable State and/or Commonwealth Government COVID-19 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.

VERSION CONTROL

Date Written:	6/11/2023
Date Revised:	5/5/2026