

Position Title: Legal Services Support Officer

Campus: Ballarat

Directorate: Chief Medical Officer

Department: Legal Services

Reporting to: General Counsel

Appointment Terms/Conditions:

Classification and Code: HS2

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (VPS)
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 Legal Services Department (including the Freedom of Information and Medico Legal offices) is a small team headed by the General Counsel, which is responsible for the provision and coordination of the legal services required to support Grampians Health operations. Our work includes: contract review and drafting, corporate and commercial advice, general advisory work, medicolegal advice, coordination and representing Grampian's Health in courts and tribunals and Freedom of Information services. The General Counsel reports to the Chief Medical Officer.

The Legal Support Officer will provide administrative support services to the Legal Services Department as coordinated and directed by General Counsel, lawyers and senior administrative officers to enable the efficient operation of the unit. The role will provide a broad range of administrative services as required to support medico legal, FOI and corporate/commercial functions of the office including coordination and liaison with courts and tribunals, external law firms, liaison with Grampians Health staff in relation to Grampians Health processes and legal office business, freedom of information requests, responses to general queries, and general support for the lawyers.

KEY ACCOUNTABILITIES

Administration

- Receive, allocate and respond to requests for information and legal services.
- Use departmental software and procedures to assist in the day-to-day functioning of the department.
- Provide accurate, organised and efficient administrative support to lawyers and senior administrative officers to support the effective operation of the department.
- Interpret and apply Grampians Health policies and procedures to advise staff of operational compliance, such as contract review process, relevant forms or documents required, delegations manual, provision of legal advice.
- Collect and compile information to develop, prepare and support reporting requirements.
- Update records and databases, complying with records management processes, to ensure information is accurate, stored correctly and accessible.

Customer Service

- Develop and maintain friendly, effective relationships with external and internal stakeholders.
- Assist and support the General Counsel team, including Freedom of Information and Medico Legal officers, to ensure effective operation of their activities, specifically around staff absences.
- Respond promptly to internal and external enquiries and routine requests for legal or health information in accordance with Grampians Health procedures, escalating any issues as necessary, to ensure the provision of accurate information (e.g. subpoenas, request for legal advice/contract review, medico legal matters, freedom of information, Police/Coroner/CCYP requests).
- Reviewing sensitive material for release to stakeholders.

General

- Maintain and update the Legal Services SharePoint to ensure departmental information is kept up to date and relevant.

KEY SELECTION CRITERIA

Qualifications

- Proven experience in providing administrative service in a complex office environment;
- Experience with electronic document management systems (corporate documents) and complex record keeping systems;
- Proficiency in Microsoft Office, with expertise in Microsoft Word, Outlook, PowerPoint, Teams and Excel in relation to supporting the management of a legal office environment;
- Previous experience in a legal practice, public hospital or health care is essential.

Technical/Professional Knowledge and Skills

- High level computer skills and demonstrated ability to learn new programs.

Work Environment

- This is a hybrid role. Some work from home may be considered. We consider time in the office as a key part of fostering a friendly and positive working relationship with our stakeholders;
- 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.

Personal attributes

- High level of accuracy and attention to detail;
- Friendly, approachable team player;
- Well-developed oral and written communications skills;
- Ability to manage a number of priority matters contemporaneously;
- Demonstrated interpersonal and relationship building skills
- Demonstrated problem solving skills;
- Effective time management and prioritisation skills;
- Ability to work autonomously and within a team environment;
- Ability to exercise initiative where appropriate;
- Organisational awareness and stakeholder management expertise;
- Demonstrated ability to maintain confidentiality;
- High level of maturity and ability to exercise discretion in dealing with sensitive information;
- Positive approach to a challenging workload at times.

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 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.