

Position Title: Clerical / Administration

Campus: Edenhope

Directorate: Clinical and Residential Care

Reporting to: Director of Nursing/Campus Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1A (HS1A)

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

Grampians Health Edenhope combines a high and low care aged unit, plus acute and Urgent Care facilities. The goal for our staff is to feel that they are empowered to provide excellent care as a valued team member enjoying each day helping others. We have a team focus with a care moto for our residents of "with me, beside me, for me". We encourage our residents to be as independent as possible, giving them purpose every day we can.

The administration purpose is to work towards this goal with our team and provide administration support to the team, nurse unit manager and staff. The friendly face that meets and greets our visitors on entry into our Campus. To complete administration tasks with excellence, enthusiasm and continually looking at ways to improve our provision of service.

KEY ACCOUNTABILITIES

- Will strive to bring new ideas / innovation to systems to improve the work processes and systems.
- Will articulate the organisation values and perform their role in a manner that displays a commitment to the values and offer to help others achieve their goals.
- Will be committed to professional development of self and other team members including assisting with orientation of new staff.
- General receptionist duties with great customer service skills.
- Attend to print requests for brochures and forms as required.
- Performs role in a way that supports Grampians Health Edenhope to operate within budgetary guidelines.
- Professional communication at all times that is also handled in a timely and responsive manner with regard to:
 - telephone calls
 - email
 - fax and any other communication medium
- Prioritise tasks and seeks assistance / guidance as required.
- Will establish and maintain excellent interpersonal relationships by helping people feel valued, appreciated and included, align with Organisational values and behaviours..
- Actively participates in a solution driven approach to improve outcomes.
- Liaise with Finance Team on Residential Care Residents to enable facilitation of any financial related matters.
- Ensure the smooth transition of resident and patient admissions through the health system, liaising with relevant staff to ensure continuity of care for individual residents/patient and their families
- Admission and Discharge of Permanent and Respite Residents Provide information to residents/family/carers of incoming residents services and responsibilities and liaise with Finance Team.
- Ordering of stationary.
- Assist with entering audit data for the department as required.
- Assist with Roster On administration as directed by DON/NUM or delegate.
- Statistics including daily bed return, monthly and Annual DHHS AIMS reporting.
- Maintain medical records and clinical software (iCare/iPM/AIMS) including admission and discharges and ensure clinical forms available.
- Submitting required aged care applications/ acute care / reports for clinical staff.
- Ordering stores requisitions (Procurement Orders)
- Photos and Printing Residents Medication Chart photos/wounds for clinical staff as per organisational policy as required.
- Deliveries to other GH Edenhope departments as required.
- Duties as directed by NUM or delegate.

KEY SELECTION CRITERIA

Essential:

- Self-motivated with a positive attitude
- Friendly and approachable manner
- Excellent verbal and written communication skills
- Can work autonomously and as a member of the team
- High attention to detail
- Uses initiative to get results, has a “can do” attitude
- Has excellent time management skills

Desired:

- Experience in the following information technology and programs:
 - iCare,
 - iPM,
 - AIMS software
- Previous experience in the Health Industry, Aged Care or Medical Clinic.
- Qualification in Business Administration

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.