

Position Title: Administrative Services Officer

Campus: Ballarat

Directorate: Community & Aged Care

Department: Mental Health Services

Reporting to: Mental Health – Health Information Manager

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Mental Health Admin Grade 2 (YC89)

Enterprise Agreement: Victorian Public Mental Health Services 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 - Mental Health Services provides a comprehensive range of mental health services to people who reside throughout the Grampians area.

The Health Information Administrative Support Officer position is responsible for delivering efficient and effective administrative functions and will work closely with the Health Information Manager, Mental Health. The role will ensure the quality of mental health data and documentation.

Audit and regular validation will support the implementation of Activity Based Funding in mental health service settings (inpatient and community) and maximise funding opportunities.

The role will provide support when required for the Mental Health Tribunal Coordinator position for Grampians Mental Health & Wellbeing Service to ensure compliance with and accurate reporting of Mental Health Wellbeing Act 2022. Liaison with clinical staff and both internal and external stakeholders will be an integral requirement.

KEY ACCOUNTABILITIES

- Under the direction of the MH Health Information Manager, you will ensure a professional, timely and responsive administrative service is delivered.
- Assist in the monitoring of service hours activity
- Assist Health Information Manager with monthly and weekly data quality checks.
- Monitoring and auditing mental health data and documentation including; discharge summaries, diagnoses, service hours contact data, new case/episode rates, readmission rates, outcome measurement, legal status and compulsory notifications
- Prepare for ABF implementation to Community Mental Health and other associated areas relating to Activity Based Funding and/or growth funding. Assist in attaining a high degree of data accuracy and reporting in line with Mental Health Reforms and the Performance and Accountability Framework.
- Review and monitor areas of compliance with Mental Health & Wellbeing Act 2022 data and documentation as required.
- Monitoring of Client Management Interface (CMI/ODS), IBA Patient Administration System (PAS) and other systems to ensure accuracy of data
- Support to meet Mental Health Tribunal (MHT) and Mental Health Wellbeing Act 2022 (MHWA 2022) legislative requirements, including but not limited to; document management, legal status updates, facilitation of Mental Health Tribunal hearings and liaison with external stakeholders
- Process administrative tasks within agreed timeframes
- Maintain skillset of general administrative duties and provide support where necessary.
- Demonstrate positive workplace behaviors and relationships at all times with internal and external stakeholders.
- Adherence to infection control policies and procedures as identified in the Grampians Health InfectionControl Manuals.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Mental Health & Wellbeing Act 2022, Health Records Act 2001, Privacy & Data Protection Act 2014 etc.) and actively promote compliance to any such standards and legislation.
- Develop skills in reporting, communications and training using Microsoft Suite (e.g. Excel, Word, PowerPoint) and other appropriate Applications pertinent to role (e.g. Forms, Sway, Visio).
- Complete all mandatory training by the due date.
- Participation in the Grampians Health integrated risk management and quality improvement 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 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.
- 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.
- Grampians Health is committed to a patient/client centred approach in the provision of health care and services, consistent with the Grampians Health values, mission and vision. It is expected that you will demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

Qualifications and experience

- Minimum of three years' experience in a similar role is preferable and/or completion of Certificate III or IV of Business Administration.
- Previous experience in a mental health setting.

Technical/Professional Knowledge and Skills

- Intermediate to advanced proficiency in the Microsoft Office suite (Word, Excel, PowerPoint, and Outlook)
- Working knowledge of the CMI, IBA, BOSSNET/Opal and the Mental Health & Wellbeing Act is preferred.
- Establish, maintain and update office and information management systems and procedures. Well-developed written skills. The ability to learn to use data systems quickly. An understanding of medical terminology and experience in a medical records/medico-legal environment is highly desirable.
- Desire for continuous improvement and innovation

Work Environment

- You will be confident and have demonstrated experience working at the front line.
- You will have outstanding communication skills and be responsive in a timely manner. You will communicate in a clear, easy to understand way.
- You will remain calm and focused under pressure.
- You will be a team player but also work well in an autonomous environment.
- You will demonstrate an ability to be flexible and adaptable to complete the tasks required.

Personal attributes

- Drive and Commitment – sets high standards for themselves and remains committed to consistent work practices
- Customer Focus – Committed to delivering high quality outcomes for clients
- Conceptual and analytical ability – use analytical and conceptual skills to reason through problems

- Decisiveness – Makes rational and sound decisions based on consideration of the facts and alternatives
- Developing others – actively seeks to improve others' skills by providing feedback and coaching to students
- Flexibility – Adaptable and recognises the value of different options and acts accordingly
- Resilience – remains calm and controlled under pressure and accepts feedback relating to improvement without becoming defensive
- Self-discipline – Maintains a consistent and sensible pattern of behavior
- Integrity – Operates in a manner that is consistent with the organisation's values and relevant professional code of conduct.

Interpersonal skills

- Highly developed interpersonal skills with ability to communicate with a broad range of people including consumers, carers, professionals and the general community with sensitivity, discretion and tact. Good problem solving and conflict resolution skills and a willingness to identify and work through issues.
- Teamwork – accommodates and works well with the different working styles of others.

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 will 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 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 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.
- 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 a 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. People 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.