

Position Title: Administration Officer – Hospitals Directors

Campus: Grampians Health

Directorate: Hospitals Services

Department: Hospitals Services

Reporting to: Director of Emergency and Critical Care

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: HS2

Enterprise Agreement: Health & Allied Services, Managers & 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

The primary purpose of this position is to act as an Administration Officer, providing high-level secretarial and administrative support to key Directors within the Hospitals Services streams. The role's EFT allocation will be divided to support all positions. This role is subject to change in reporting and support responsibilities based on evolving organisational needs.

This position is pivotal in delivering high-level administrative and operational support to facilitate the efficient management of daily activities and strategic initiatives. The Administration Officer will be responsible for:

- Providing exceptional administrative services that enhance the productivity of supported roles.
- Coordinating and streamlining internal and external communications to ensure clarity and timeliness.
- Maintaining accurate and up-to-date records to support decision-making and compliance.
- Assisting in the execution of organisational operations across multiple functions and adapting to dynamic priorities as required.

This role requires a proactive, adaptable, and professional approach to support the achievement of organisational objectives and uphold the values of Grampians Health.

KEY ACCOUNTABILITIES

Administrative Support to Directors within the Hospitals streams

- **Administrative/Secretarial Support**
 - Provide high-level administrative and secretarial support services to the Directors within the Hospitals Services streams.
 - Prepare, proofread, and edit a variety of documents, including correspondence, reports, presentations, and meeting materials, ensuring accuracy and alignment with organisational standards.
- **Diary and Schedule Management**
 - Maintain and manage the complex schedules of the Directors within the Hospitals Services streams, including coordinating appointments, meetings, and travel arrangements.
 - Anticipate potential scheduling conflicts, resolve them proactively, and ensure all calendar entries are up-to-date and accurate.
- **Committee Secretariat Responsibilities**
 - Serve as secretariat for designated committees, including preparing agendas, distributing meeting materials, recording minutes, and ensuring follow-up on action items.
 - Coordinate meeting logistics, such as venue booking, technology setup, and catering arrangements, as needed.
- **Email and Correspondence Coordination**
 - Monitor, prioritise, and manage email inboxes and correspondence on behalf of the Directors within the Hospitals Services streams
 - Assign tasks and responsibilities for drafting responses and ensure timely follow-up on all correspondence, tracking progress until resolution.
- **Confidential Enquiry and Telephone Management**
 - Screen, prioritise, and handle a wide range of confidential and sensitive enquiries and telephone requests, exercising discretion and sound judgement.
 - Ensure appropriate follow-up actions are initiated, keeping the Directors informed of critical matters.
- **Stakeholder Liaison**
 - Act as the primary point of contact for internal and external stakeholders, maintaining professional and respectful communication across all levels.
 - Collaborate with senior leaders, department heads, and external partners to facilitate smooth coordination of activities related to the Managers' Directorates.

- **Special Projects and Tasks**
 - Undertake ad hoc assignments, investigations, and projects as directed by the Directors within the Hospitals Services streams
 - Provide comprehensive research, data collation, and analysis to support informed decision-making and project outcomes.
- **Roster Maintenance and Adjustments**
 - Accurately process daily roster adjustments in Optima as directed, ensuring compliance with operational needs and workforce requirements.
 - Troubleshoot roster discrepancies and liaise with relevant managers to resolve issues promptly.
- **Recruitment and Talent Acquisition Support**
 - Work in partnership with the Talent Acquisition team to facilitate recruitment processes, including preparing job advertisements, reviewing applications, shortlisting candidates, and coordinating interviews.
 - Provide administrative support throughout the recruitment lifecycle, ensuring timely communication and documentation.
- **Data Management and Reporting**
 - Collect, collate, and input data into relevant systems in an accurate and timely manner, adhering to confidentiality requirements.
 - Generate detailed reports and provide insights on data trends as required by the Directors, or other stakeholders.
- **Flexible Duties and Cross-Coverage**
 - Exhibit flexibility by supporting a range of administrative functions across different areas of the organisation, as needed.
 - Provide leave coverage for other Administration Officers, ensuring continuity of service during absences.
- **Organisational Awareness and Adaptability**
 - Stay updated on organisational changes, priorities, and initiatives, adjusting responsibilities and workflows to align with evolving needs.
 - Promote and uphold the values and strategic goals of Grampians Health in all interactions and activities.
- **Confidentiality and Professional Conduct**
 - Safeguard the confidentiality of all matters relating to Grampians Health, including patient, client, and staff information, as well as organisational financial and commercial activities.
 - Adhere strictly to legal, ethical, and organisational confidentiality requirements in all tasks and responsibilities.

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.

Technical/Professional Knowledge and Skills

1. Sound experience in working in a complex work environment where sensitive information is treated with utmost confidentiality.
2. Well-developed communication, interpersonal and negotiation skills.
3. Ability to build strong working relationships both internal and external to the department and the ability to work within a team environment.
4. Proficient word processing and keyboard skills with the ability to produce correspondence, minutes of meetings, reports, clinical papers, presentations and other forms of documentation.
5. Strong organisational skills and demonstrated ability to maintain office systems and procedures.
6. Experience in co-ordinating a range of concurrent tasks, meeting work deadlines, taking initiative and working effectively with a range of staff in a demanding and complex work environment.
7. Proven ability to use a range of Microsoft Office programs including Excel, Word and MS Teams

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.