

Position Title: Credentiaing Administration Assistant

Campus: Any

Directorate: Chief Medical Office

Department: Credentiaing

Reporting to: **Manager Credentiaing and Scope of Practice**

(Indirect): Senior Credentiaing Coordinator
Allied Health Credentiaing Office
Chief/Deputy-Chief Medical Officer

Appointment Terms/Conditions:

Classification and Code: HS1

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. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

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

Provide administration support to Credentialing team within in their various roles for the credentialing of Medical and Dental, Allied Health Professionals, Nurse Practitioners and RIPRNs.

KEY ACCOUNTABILITIES

Credentialing

- Respond to credentialing queries, ensuring appropriate timely responses.
- Draft minutes for credentialing meetings
- Follow up outstanding credentialing items.
- Preparation of credentialing files, initial completion of checklist, AHPRA checks and file reviews
- Review, action and file emails for Credentialing
- Support all members of the credentialing team.

Medical Students

- Support the team with Medical Student applications.

General

- Understand the importance of working in a team environment and value your contribution to the Credentialing team and CMO Directorate
- Perform duties as directed, within limits of expertise, education and scope of learning
- Ensure that the affairs of Grampians Health Services, its patients, clients, staff and contractors remain strictly confidential and are not divulged to any third party except where required for clinical reason or by law. Such confidentiality shall extend to the commercial and financial interest and activities of Grampians Health
- Have the ability to prioritise work with a high level of accuracy and efficiency
- Uses communication and interpersonal skills to meet psychosocial needs of individual/ groups
- At GH 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 services to our community and promotes engagement amongst GH Employees.
- Participate in GH 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

KEY SELECTION CRITERIA

Qualifications

- Previous experience in administration, governance or business functions in health, business and/or relevant qualifications.

Technical/Professional Knowledge and Skills

- High level skills and accuracy in use of Microsoft Office; specifically Excel and Word
- Highly developed skills in problem solving, project management, audit, quality improvement and accreditation processes

- Strong organisational skills with a proven ability to manage multiple tasks

Personal attributes

- Strong interpersonal and communication skills
- Willingness to learn, and acquire new skills

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 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 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.