Position Title: Administration Officer

Campus: Ballarat

Directorate: Aged & Community Care

Department: Support at Home (Ballarat)

Reporting to: Team Leader - Administration

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Officer (HS1)

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. 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 *We are stronger together.*	***Compassion*** *We show that we care.*	***Accountability*** *We do what we say and say what we do.*	***Respect*** *We appreciate and value all people.*	***Innovation*** *We adapt and innovate to achieve best outcomes.*
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

To provide effective, efficient and co-ordinated administrative support to assist in the provision of services to participants accessing the Support at Home and Linkages Programs and the broader Support at Home team. This role will primarily assist the administration team, care partner team and the GH Finance Department to obtain timely and accurate processing of accounts and financial transactions in the assigned timeframe.

KEY ACCOUNTABILITIES

Reception

- Communicate professionally and respectfully with participants, their representatives, the public, organisations and businesses
- Respond to enquiries whilst maintaining clear boundaries around a non-clinical administration role
- Support clear communication with participants and/or their representatives/carers, ensuring independence and dignity is maintained
- Work within a consumer directed framework for consumers receiving Support at Home funding as outlined by the Department of Health, focusing on participant wellness and reablement

Financial and Statistical Reporting

- Work with the Program Manager, Team Leaders and Administration team to compile data to support accurate regular reports to the Victorian State Government, the Commonwealth, Grampians Health and other departments and or organisations. Ensure that the Program Manager and/or Team Leader are informed and consulted prior to the submission of reports and is kept fully informed of all reporting issues.
- Adhere to organisational policies and procedures related to expenditure which are set by Grampians Health.

Financial Administration

- Work with the Program Manager, Case Managers and the GH Finance Department to obtain timely and accurate processing of accounts and financial transactions in the assigned timeframe
- Maintain up-to-date and accurate internal financial records to allow tracking and monitoring of expenditure
- Support Service Pathway Advisors and Care Partners with the scheduling, purchase order generation and associated administrative tasks as required
- Generate and distribute participant budget statements and invoices monthly.
- Develop and maintain positive working relationships with relevant internal and external organisations ensuring invoicing and accounting requirements are completed within required timeframes

Teamwork

- Provide peer support to other members of the team
- Regularly attend and actively participate in team and committee meetings
- Support the administration team by providing assistance to the Care Partner Support team as required

Networking and Community Development

- Develop and maintain good communication with service providers and referral agencies as required
- Provide presentations about Support at Home and/or education on relevant issues, as requested by the Program Manager, to community groups, referral agencies and service providers as required.

Quality

- Maintain timely, accurate and appropriate documentation related to administrative tasks involved in participant care
- Identify any gaps or issues in service delivery and discuss these with the Team Leaders and/or Program Manager as required
- Participate in quality improvement activities as requested
- Assist in the preparation of reports, funding submissions, educational materials and other documentation related to the programs.

Accountability

- Adhere to all relevant guidelines, policies and procedures
- Actively participate in regular supervision meetings
- Participate in annual performance appraisal and the development of an annual work plan
- Remain accountable when out of the office by recording the locations/participants which are visited

Professional Development

- Maintain knowledge of contemporary case management practices and research
- Accept responsibility for own continuing professional development by setting realistic goals

KEY SELECTION CRITERIA

Qualifications and experience

- Demonstrated recent experience working in a busy administrative environment undertaking administrative functions with responsibility for customer service, including scheduling and bookings and managing consumer phone enquiries
- Recent experience in or ability to acquire knowledge in accounts payable, accounts receivable and other financial management functions
- Strong organisational skills and demonstrated ability to initiate reviews of office systems and procedures, ability to develop, maintain and evaluate a range of manual and computerised office systems and procedures
- Highly developed communication, interpersonal and presentation skills and the ability to develop and maintain effective working relationships within and external to the organisation whilst maintaining confidentiality at all times

- Understanding of the importance of provision of high-quality consumer directed care for older and younger adults living within the community

Technical/Professional Knowledge and Skills

- Understanding of current privacy, freedom of information and confidentiality legislation
- Well-developed computer skills, including the ability to use Microsoft Office and databases

Work Environment

- Capacity to work independently, autonomously and yet facilitate a collaborative culture to achieve desired outcomes for the consumer and organisation
- Understanding of contemporary issues affecting older and younger people with a disability and how care and services are effectively delivered to special needs groups such as First Nations peoples, CALD peoples, Veterans, Care Leavers, Gay, Lesbian, Bisexual, Transgender or Intersex people

Personal attributes

- Demonstrated commitment to continuing professional development

Interpersonal skills

- Highly developed interpersonal skills, including excellent written and verbal communication as well as negotiation and conflict resolution skills
- Demonstrated positive working relationships with service providers across the aged care and community sector

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 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 Line 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.