

Position Title: Administrative Services Officer (ASO)

Campus: Ballarat

Directorate: Acute Operations

Department: Grampians Mental Health & Wellbeing Service

Reporting to: Administration Manager / Active Stream Team Leader

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 2

Enterprise Agreement: Victorian Public Mental Health Services Agreement 2025-2028

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

Grampians Mental Health & Wellbeing Service provides a comprehensive range of mental health services to people who reside throughout Ballarat and the Grampians region.

This position supports the operation of the service, being responsible for various administrative and reception functions as required throughout the Active and Intensive mental health streams. This position supports both the full spectrum of mental health Community teams and Inpatient units.

KEY ACCOUNTABILITIES

- Under the direction of the Administration Manager and relevant ASO Team Leader, you will ensure a professional, timely and responsive administrative service is provided.
- Provide professional, front-line contact for the Grampians Mental Health & Wellbeing Service, answer and manage telephone enquiries and messages in an efficient and effective manner.
- Participate in the collection and collation of all data requirements relevant to the specific work area, ensure timely data input into relevant collection systems and provide reports on these as required, ensuring confidentiality is maintained.
- Undertake word-processing activities through compilation of memos, correspondence, emails, agendas and minute taking.
- Timely and accurate entry and maintenance of data, information and documents into the hospital patient information systems as required by the service, including but not limited to: IBA/WebPAS, CMI, BossNet (OPAL).
- Regular auditing of patient data systems to ensure data integrity and completion and liaising with clinical and inpatient team members to ensure this is occurring.
- Flexibility to work across a variety of areas and undertake various supplementary duties across the Mental Health Services as directed by the Administration Manager, often at short notice.
- Calendar management, room and venue bookings.
- Identify workload priorities and meet deadlines.
- Ensure reporting, monitoring and evaluation of maintenance issues. Ordering of supplies through internal and external providers. Maintenance of office systems including implementation of strategies to improve effectiveness.
- Participate in Quality improvement and training activities relevant to the role.
- Compliance with all Grampians Health Policies and Procedures.

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

- Demonstrated capacity to utilise the Microsoft Office suite, i.e. Microsoft Word, Excel, PowerPoint, and Outlook at an intermediate to advanced level, and Electronic Medical Records / patient information and medical record applications. Establish, maintain and update office and information management systems and procedures. Well-developed written skills. The ability to learn to use data systems effectively and efficiently. An understanding of medical terminology and experience in a medical records /medico-legal environment is highly desirable.

Work Environment

- You will be confident and have demonstrated experience working in a front-line health environment.
- 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 demonstrate empathy in your interaction with clients and customers of the service, and you will communicate in a supportive manner.
- You will demonstrate patience with clients and customers and remain pleasant and provide a positive experience.
- You will remain calm and focused under pressure.

Personal attributes

- You will have an eye for detail together with highly developed administrative and organisational skills including an ability to work with minimal supervision and prioritise your own workload which means often working within tight time schedules.

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.
- You will be a team player with a 'can do' attitude.

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 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.