

Position Title: Administration Officer

Campus: Ballarat

Directorate: Community and Aged Care

Department: Specialist Clinics

Reporting to: Nurse Unit Manager

Direct Reports: HS1's
Administration Clerks

Appointment Terms/Conditions:

Classification and Code: HS2 Administration Officer

Enterprise Agreement: Victorian Public Sector (Health and Allied Services, Managers and administrative workers) Single Interest 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 Administration Officer is integral to the effective and efficient operation of the clinics and the call centre within Specialist Outpatient Clinics on a day-to-day basis.

Liaising with medical staff, Admin Operations Lead, ANUM and various nursing staff to facilitate an integrated model of care will be a key part of this role.

This position is responsible for coordination of the Specialist Outpatient Clinics administration team and the monitoring and organisation of the administrative element of the clinics and call centre.

KEY ACCOUNTABILITIES

- **Achieving Results, Innovation and Driving Change to Deliver High Quality Patient Care**
 - Coordinate day-to-day administrative tasks and administration staff for running of clinics and the call centre, including but not limited to referral management, appointment bookings and rescheduling of appointments
 - Escalate workload issues in a timely manner to the Admin Operations Lead or NUM
 - Provide and promote excellent customer service with a person-centred care philosophy
 - Educate and empower staff on the significance of exceptional customer service with a person-centred approach.
 - **Key Performance Measures**
 - Role models a person-centred focus with all patient interactions
 - Appropriate and timely escalation of any operational issues to the Admin Operations Lead or NUM
- **Business and Financial Acumen**
 - Coordinate leave and staff cover if directed by the NUM or Clinics Administrator
 - Ensure system users are educated, trained and supported to provide quality data
 - Liaise with Clinics Administrator, Data and Training Supervisor, IT and other relevant stakeholders to identify and disseminate improvements to clinical applications to facilitate improved data collection
 - **Key Performance Measures**
 - Ensures that IBA processes and data entry standards are maintained by administration staff
 - Updates roster on daily basis to ensure accuracy for payroll
- **Critical Thinking and Decision Making**
 - Demonstrate understanding and commitment to collection and use of quality data
 - Ensure integrity of all data entered onto the patient administrative system is in line with relevant departmental and organisational policies, procedures and processes and VINAH requirements.
 - Assist with and manage information and data collection to assist in meeting both operational and strategic needs of the organisation
 - Assist NUM to develop, implement and oversee appropriate audit schedule to ensure data integrity and maintain accurate wait lists in conjunction with various lead nurses
 - **Key Performance Measures**
 - Works within organisational policies and procedures
 - Ensures that IBA processes and data entry standards are maintained by administration staff
 - Develops and maintains own knowledge around data requirements and patient administration system
- **Interpersonal Communication, Influence and Leadership**
 - Provide leadership and guidance to the administration clerks
 - Promote efficient teamwork and service provision within Specialist Outpatient Clinics
 - Ensure a participative and cooperative work environment
 - Demonstrate a professional, customer-focused approach to service delivery
 - Attend departmental/organisational meetings as required
 - **Key Performance Measures**
 - Communication is timely, appropriate, respectful and models the values of Grampians Health
 - Demonstrates appropriate role modelling behaviour for customer service staff

- **Managing Performance**
 - Monitor work performance of the administration team, in consultation with the Admin Operations Lead and NUM, including addressing under performance and resolution of staff issues
 - Assist the NUM with providing feedback for annual performance development reviews of the administration staff or completing the PDR of the administration staff at the direction of the NUM.
 - In conjunction with the Data and Training Supervisor, assist with training of new administrative staff, including ensuring all administration staff complete and maintain relevant competencies
 - **Key Performance Measures**
 - Addresses any issues with the administration staff in a timely and effective manner
 - Completes performance appraisal for each administrative staff member yearly in a timely manner as directed by the NUM
- **Planning and Priority Setting**
 - Liaise with internal and external services/departments as required
 - Undertake any other administrative tasks to assist with and ensure the efficient and effective functioning of Specialist Outpatient Clinic as delegated by the Clinics Administrator, Admin Operations Lead or NUM
 - **Key Performance Measures**
 - Day-to-day work flow of the clerical staff is prioritised and managed effectively
- **Quality, Safety and Risk Management**
 - Identify areas for improvement in processes and procedures for increased efficiencies
 - Actively support, contribute to and participate in continuous improvement strategies
 - Assist with and manage various audits undertaken to maintain data integrity and accuracy of waitlists
 - Provide administrative specific perspective to any relevant change management initiatives
 - **Key Performance Measures**
 - Compliance with all organisational regulations for OH&S
 - Participation in any relevant quality improvement processes
 - Reporting and management of identified quality, safety or risk issues in consultation with the Admin Operations Lead, ANUM or NUM
- **Self-Management**
 - Participate in the performance development and review, including self-identification of development opportunities and interests
 - Participate in educational programs both internal and external
 - **Key Performance Measures**
 - Accountability for completing and updating all mandatory and organisational competencies
 - Completion of performance development review yearly by the due date
- **Organisational Requirements Administration Officer, Specialist Outpatient Clinics,**
 - Compliance with all Grampians Health Policies and Procedures.
 - Adherence to infection control policies and procedures as identified in the Grampians Health Infection Control Manuals.
 - 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 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
 - 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 demonstrate the core values of patient centred care in every interaction with patients, carers and colleagues.

KEY SELECTION CRITERIA

Essential Attributes:

- Ability to articulate a deep level of personal insight that supports an environment of fairness, equity and respect of all.
- Excellent interpersonal, communication and negotiation skills and ability to maintain a courteous and professional manner when dealing with anxious members of the public.
- Ability to multitask and adapt to changing and competing priorities and environment
- Excellent time management skills
- Be decisive, inclusive and responsive
- Ability to absorb new knowledge and skills quickly and efficiently
- Demonstrated ability to educate staff individually or in groups
- Ability to be involved with change management processes and support change, adjusting work practices accordingly, while also guiding other staff through the change process
- Experience in problem solving with ability to identify and implement workable solutions
- Demonstrated initiative, enthusiasm, teamwork and a commitment to organisational change
- Demonstrate advanced level computer skills and ability to operate PC based software packages confidently at the level required to fulfil the role, including but not limited to IBA, BOSSNET, Cyberquery, Microsoft Word and Microsoft Excel
- Knowledge of medical terminology
- Previous experience in healthcare setting

Desirable Attributes:

- Qualification in business or office administration
- Certificate in medical terminology
- Previous experience with a Patient Administration System, especially IBA highly regarded
- Understanding and knowledge of funding models for Specialist Clinics highly regarded

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.
- Managers (NSQHS) The role of the Manager is to ensure safe and effective delivery of healthcare services by:
 - Implementing and maintaining systems, resources, education and training to ensure staff deliver safe, effective and reliable health care.
 - Supporting the establishment of partnerships with stakeholders, patients and carers when designing, implementing and maintaining systems.
 - Managing performance and facilitating compliance across the organisation.
 - Overseeing individual areas with responsibility for the governance of safety and quality systems.
 - Modelling behaviour that optimises safe and quality care by considering their implications in their decision-making processes.

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.