Position Title: Casual Pool – Administration Officer

Campus: Horsham

Directorate: Hospitals

Department: Horsham departments

Reporting to: Administration Team Leader – Emergency and Front Reception

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1A - 1 (HS1A – HS1)

Enterprise Agreement: Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single 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

The Casual Pool Administration Officer provides effective and efficient administrative and reception support across the organisation. This role is responsible for delivering a broad range of administrative functions, including reception services, managing telephone and patient or visitor enquiries, records management, data collection and entry, and general clerical support.

The position includes shifts across a 24-hour, 7-day roster, including public holidays, and requires flexibility to support varying service needs. A strong focus on customer service is essential, with the ability to communicate professionally and empathetically with a diverse range of stakeholders, including patients, carers, medical staff, and external service providers, while maintaining a welcoming and professional manner.

KEY ACCOUNTABILITIES

1. Provide flexible administrative support in the rostered department in line with service delivery requirements.
2. Deliver high-quality reception and administrative services to internal and external stakeholders, including patients, ensuring services meet or exceed expectations and contribute positively to Grampians Health.
3. Greet patients, visitors, and staff in a welcoming and professional manner, responding to all enquiries effectively with courtesy, professionalism, and sensitivity.
4. Accurately and efficiently complete patient admission data entry and related administrative processes.
5. Deliver courteous and efficient switchboard services, responding to telephone enquiries in a timely and professional manner.
6. Liaise effectively with internal departments to support patient care and organisational operations.
7. Support the activation of hospital communication systems for emergency procedures, including codes and MET calls, where required.
8. Ensure accurate patient classification for billing purposes, including private patients, Workcover, TAC, prisoners, and overseas patients.
9. Maintain a professional presence at all times, ensuring work areas are kept clean and organised.
10. Assist with the preparation, processing, and accurate data entry of patient medical records and documentation.
11. Monitor and maintain adequate levels of stationery, stores, and supplies within agreed stock levels.
12. Work flexibly and undertake additional duties within scope and capability, as directed by the Team Leader or relevant Manager.

KEY SELECTION CRITERIA

Essential:

- Strong communication and interpersonal skills, with the ability to engage effectively with a diverse range of stakeholders.
- Professional, courteous, and approachable manner.
- Proven ability to maintain a high level of confidentiality and discretion.
- Well-developed computer literacy, including proficiency in Microsoft Office applications and the capability to learn new systems.
- Demonstrated ability to prioritise tasks, use initiative, and maintain accurate and reliable records.
- Effective time management and organisational skills, with the ability to manage competing priorities.

Desirable:

- Previous administrative or clerical experience within a healthcare or hospital environment.
- Knowledge of medical terminology or completion of a recognised medical terminology course.
- Qualification in Business Administration or a related field.

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.