

Position Title: **Administration Officer (Bookings) - Vic West Single Assessment Service**

Campus: Any as negotiated

Directorate: Primary and Community Care

Department: Vic West Single Assessment Service (Grampians)

Reporting to: **Direct:** Team Leader – Administration Vic West Single Assessment Service
Indirect: Aged Care Assessment Manager - Grampians

Direct Reports: Not applicable

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 (HS1)

Enterprise Agreement: Health And Allied Services, Managers & Administrative Officers workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health (GH) 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 Vic West Single Assessment Service (Grampians) administration team is a leader in organisational support for the Vic West Single Assessment Service (Grampians).

The Administration Officer (Bookings) is responsible for coordinating community aged care assessment appointments to support the efficient and timely delivery of Aged Care Assessment Services across the Grampians Health region. The role provides a centralised booking and scheduling function for community assessments, ensuring appointments are coordinated in accordance with service priorities, operational requirements and established procedures. The Administration Officer (Bookings) works collaboratively with team leaders, assessors, triage staff and administration staff to optimise assessor availability, support effective service delivery and maintain accurate booking and scheduling systems.

The position acts as a primary point of contact for community assessment booking enquiries and contributes to a positive client experience through professional, responsive and client-centred communication.

Community Assessment Coordination

- Coordinate community aged care assessment appointments in accordance with service priorities and operational requirements.
- Contact clients and their representatives to arrange, confirm and amend appointments.
- Manage assessment bookings in a timely and efficient manner to support service delivery objectives.
- Monitor booking activity and identify scheduling issues requiring escalation.
- Support equitable access to assessment services across the Grampians Health catchment.

Scheduling and Administration

- Maintain accurate and up-to-date booking records within approved booking systems.
- Coordinate Outlook calendar appointments and booking notifications.
- Manage appointment cancellations, rescheduling requests and booking changes in accordance with organisational procedures.
- Ensure client information and booking documentation are recorded accurately and maintained confidentially.
- Provide administrative support associated with community assessment service delivery.

Operational Support

- Coordinate fleet vehicle bookings and related scheduling requirements.
- Arrange interpreter services and other appointment supports as required.
- Consider travel requirements, assessor availability and operational priorities when scheduling appointments.
- Contribute to efficient utilisation of workforce and service resources.

Stakeholder Engagement

- Act as a key contact for community assessment booking enquiries.
- Develop and maintain effective working relationships with assessors, Team Leaders, administration staff and external stakeholders.
- Liaise with clients, carers and representatives in a professional and respectful manner.
- Escalate complex client, operational or scheduling issues appropriately.

Quality and Continuous Improvement

- Contribute to the ongoing improvement of booking processes and administrative systems.
- Support compliance with organisational policies, procedures and quality requirements.
- Participate in service improvement initiatives and administrative projects as required.

The position contributes to the delivery of safe, person-centred, rights-based aged care for older persons in accordance with the Aged Care Act 2024, the Aged Care Code of Conduct and the Strengthened Aged Care Quality Standards. The role supports older people to exercise choice, independence, dignity and control, while promoting wellbeing, quality of life, cultural safety and positive ageing within the community

KEY ACCOUNTABILITIES

- Supervision is provided through the Administration Team Leader - Vic West Single Assessment Service on a monthly basis.
- Willingness to be involved in additional administration tasks as directed.
- Compliance with all GH Policies and Procedures.
- Adherence to infection control policies and procedures as identified in the Grampians Health Services Infection Control Manuals.
- Participation in the 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.
- You must ensure that the affairs of Grampians Health Services, 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 Services.
- 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 service to our community and promotes engagement amongst GH employees.
- GH is committed to a patient/client-centred approach to the provision of health care and services, consistent with the GH 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

Technical/Professional Knowledge and Skills

Essential

- Demonstrated experience in an administrative, scheduling, customer service or coordination role.
- Well-developed organisational and time management skills with the ability to manage competing priorities.
- Strong attention to detail and commitment to maintaining accurate records.
- Demonstrated ability to use Microsoft Office applications, including Outlook, Word, Excel and Teams.
- Excellent verbal and written communication skills.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Demonstrated ability to work independently and collaboratively within a multidisciplinary team.

Desirable

- Experience working within a healthcare, aged care or community services environment.
- Knowledge of My Aged Care, aged care assessment services or community health services.
- Experience using Microsoft Lists or electronic scheduling systems.

Work Environment

- Ability to work in a busy and changing environment with competing priorities.
- Capacity to respond flexibly to operational demands while maintaining attention to detail.
- Ability to manage frequent telephone and client enquiries in a professional manner.

Personal Attributes

- Demonstrates professionalism, integrity and accountability in all aspects of work.
- Strong client focus and commitment to providing high-quality service.
- Effective interpersonal skills with the ability to communicate respectfully with diverse stakeholders.
- Reliable, organised and self-motivated.

- Demonstrates initiative and a commitment to continuous improvement.
- Supports and promotes the values of Grampians Health.

OCCUPATIONAL HEALTH, SAFETY AND QUALITY RESPONSIBILITIES

Responsibilities and Accountabilities

All Grampians Health employees share responsibility for occupational health and safety, (OH&S) with specific responsibilities and accountabilities allocated to positions within the organisational structure.

Employees also have a responsibility to the National Safety and Quality Standards (NSQHS) in ensuring the effective and safe delivery of healthcare services.

Any employee who fails to meet his/her obligations concerning health and safety may, depending on the circumstances, face disciplinary action up to, and including, dismissal.

Employees

Employees have a responsibility to comply with all relevant Grampians Health OH&S management system Policies, Procedures, and programs. This includes the Grampians Health Injury Management Program.

Employees have a responsibility to take all reasonable care to prevent incident or injury to themselves or to others in the workplace. Employees are expected to learn and follow approved standards and Procedures that apply to their activities and check with their manager when they have any doubts concerning potential hazards.

Employees have a responsibility for:

- Looking after their own health and safety and those of others in the workplace.
- Follow safe work practices and use personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries “near misses”, safety hazards and dangerous occurrences, assist with any investigations and the identification of corrective actions.
- Cooperate with managers and supervisors so that they can meet their OH&S responsibilities.
- Don’t willfully interfere with or misuse anything provided in the interest of health and safety or willfully put anyone at risk.
- Performing only those tasks for which they have received appropriate training and instruction.
- Ensuring that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises. Employees (Non-Clinical – NSQHS) The role of non-clinical employees is to ensure safe and effective delivery of healthcare services by:
- Actively participating in organisational processes including development and implementation of safety systems, improvement initiatives and training

Other RELEVANT INFORMATION

- Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory current Police Record Check.
- 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 interim performance development and review discussion will occur with your Manager three months from your commencement date and annually thereafter. 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.

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.

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