



POSITION DESCRIPTION

POSITION TITLE	Administration Support Officer -Acute Ward
DEPARTMENT	Administration
REPORTS TO	Acute Services Manager
DIRECT REPORTS	
AWARD	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector)(Single Interest Employers) Enterprise Agreement 2021-2025
CLASSIFICATION	HS2
DATE OF CREATION/AMENDMENT	November 2024
CREATED/AMENDED BY	Acute Services Manager

“Caring for Our Community”

POSITION OBJECTIVES

- To provide administrative, clerical and medical record support to the Acute Services.
- To provide administrative support to the Acute Services Manager and After-Hours Hospital Managers to enable the efficient functioning of the ward.
- To provide administrative support to REDHS clinical governance committees
- To provide a high level of customer service to patients, visitors and staff.
- To provide accurate and clear records and information to internal customers.
- To be an active team member within the Administration Department as required.

RESPONSIBILITIES & PERFORMANCE INDICATORS

Acute Services

- Prepare and process admission and discharge documentation.
- Assist as required with District Nursing administration tasks and filing
- Prepare, process invoices and verify accounts for authorisation by Acute Services Manager.
- Undertake general administrative / clerical duties.
- Maintain statistics and report data as required.

Clinical Governance

- Prepare and distribute agendas for clinical governance meetings in accordance with the associated Terms of Reference to support the Acute Services Manager and Quality Unit
- Take and distribute minutes for clinical governance committees as per the associated Terms of Reference
- Follow up progress against meeting actions with responsible persons

Medical Records

- Prepare, submit and maintain accurate admission / discharge details onto IPM.
- Coordinate the process of creation, archiving and culling of medical records.
- Provide clerical assistance to the Health Information Manager as required.
- System administrator for IPM implements and maintains IPM and acts as a resource person for other internal users.

QUALIFICATIONS / SKILLS

Essential:

- Clerical and administrative experience in an office environment.
- High level typing and data entry skills.
- High level skills in Microsoft Office, including Word, Excel, Outlook and Explorer.
- Ability to utilise health service specific software programs, including Convene, IPM, VHIMS, Oracle
- Commitment to and understanding of confidentiality and privacy issues.

Desirable:

- Understanding of medical terminology.
- Ability to utilise health service specific software programs, including Bloodstar, Eclipse, VAHI
- Previous experience in a health service or similar environment.

Personal Attributes:

- Well-developed communication, organisational and interpersonal skills
- Pleasant and courteous telephone manner.
- Excellent customer service skills.
- Demonstrated ability to work as an effective team member.
- Demonstrated initiative and problem-solving skills.

KEY SELECTION CRITERIA

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- High level typing and data entry skills.
- High level skills in Microsoft Office, including Word, Excel, Outlook and Explorer.
- Ability to utilise health service specific software programs, including IPM, VHIMS, Oracle, Convene etc.
- Demonstrated ability to work as an effective team member.
- Well-developed communication, organisational and interpersonal skills
- Demonstrated initiative and problem-solving skills.
- Commitment to and understanding of confidentiality and privacy issues.
- Pleasant and courteous telephone manner.
- Excellent customer service skills.

Desirable:

- Understanding of medical terminology.
- Previous experience in a health service or similar environment.

OCCUPATIONAL HEALTH SAFETY & WELLBEING

All REDHS 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 policies and procedures that apply to their work.

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

All REDHS employees also have responsibility to the National Safety and Quality Standards (NSQHS) ensuring the effective and safe delivery of healthcare services.

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

Employees have a responsibility to comply with all relevant OH&S management system Policies, Procedures and programs. This includes REDHS Injury Management Policy and Procedure.

Specific employee responsibilities include:

- Looking after their own health and safety and of others in the workplace.
- Following safe work practices and using personal protective equipment as required.
- Participate in OH&S consultation and OH&S training initiatives.
- Report any accidents, incidents, injuries, 'near miss incidents, 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.
- Perform only those tasks for which they have received appropriate training and instruction.
- Ensure that they understand and comply with those responsibilities which apply to them while performing their duties at the workplace.
- Participate in emergency evacuation exercises.

To ensure a healthy and safe work environment for employees and our clients, smoking is not permitted on hospital grounds, in buildings and offices, or in any vehicle.

HEALTH SERVICE POLICIES AND PROCEDURES

It is every employee's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All REDHS policies and procedures can be accessed on the Intranet site.

"THIS IS ME"

'This is Me' is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. 'This is Me' is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples' physical, emotional, social and psychological needs utilising Montosorri actions. 'This is Me' is underpinned by a culture of collaboration and partnership and all staff of REDHS are required to adhere to these principles.

RISK MANAGEMENT

REDHS supports an Organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

PERFORMANCE REVIEW AND DEVELOPMENT

It is a condition of employment that employees participate in the Performance Review and Development program.

QUALITY IMPROVEMENT

Each employee has a responsibility to participate and commit to ongoing quality improvement activities.

EMPLOYMENT PRINCIPLES

REDHS is committed to the employment principles that reinforce the public sector values. These principles ensure:

- Employment decisions are based on merit and employees are treated fairly and reasonably
- Employees have a reasonable avenue of redress against unfair or unreasonable treatment
- Equal employment opportunity is provided

- Human Rights are upheld in accordance with the Charter of Human Rights and Responsibilities Act 2006

VALUES & BEHAVIOURS

Employees are required to comply with REDHS Values. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all employees will embrace the REDHS Values and demonstrate these in their daily work.

R	Reliability	Being trustworthy and performing consistently well
E	Engagement	Working collaboratively with people to address issues and create opportunities to bring about positive change
D	Diversity	Understanding that each individual is unique and respecting our individual differences
H	Hospitality	Receiving and treating all people in a warm, friendly, generous way
S	Sustainability	Meeting our current needs without compromising the ability of future generations to meet their needs

ADDITIONAL REQUIREMENTS

This position description is subject to review and amendment at any time, as appropriate and approved by the relevant Manager. Any such amendments will be made in consultation with the affected employee(s).

Appointment is subject to a satisfactory Staff Immunisation clearance and a satisfactory Police Records Check, Working With Children Check and where required an NDIS Worker Screening Check prior to commencement.

Statements included in this Position Description are intended to reflect the general duties and responsibilities of this position and are not to be interpreted as being all inclusive.

An interim performance development and review discussion will occur with the employee's manager within three months from the commencement date and annually thereafter. Performance reviews are intended to be a positive discuss, outlining the key roles and responsibilities in the Position Description. The performance review discussion provides an opportunity to clarify the role, revise key performance activities and identify any objectives or goals for the year ahead.

ACCEPTANCE OF THE POSITION

I understand, agree to and accept the role as outlined in accordance with this position description.

Name (please print): _____

Signature: _____ Date: _____